



12 South Center Street
Bensenville, IL 60106

Office: 630.350.3404
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www.bensenville.il.us

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August 13, 2019

Mr. Shreyas Gandlur

Re: August 6, 2019 FOIA Request

Dear Mr. Gandlur:

I am pleased to help you with your August 6, 2019 Freedom of Information Act ("FOIA"). The Village of Bensenville received your request on August 6, 2019. You requested copies of the items indicated below:

- "- All emails (including any and all attachments) sent to/received from email addresses associated with the ring.com domain from April 1, 2019 to present*
- All emails (including any and all attachments) sent/received by Daniel Schulze, Brian Dooley, or Eric Zodrow containing any of the following non-case sensitive terms: {"Ring", "Neighbors app", "law enforcement portal"} from May 1, 2019 to present*
- Any documents (including, but not limited to, emails, memos, guidances, or guidelines) containing any policies or procedures (including, but not limited to, procedures for obtaining video and policies regarding posting on the Neighbors app) regarding either the Neighbors app or RING cameras*
- Documents (including, but not limited to, emails or memos) sufficient to show the Partnership Point of Contact, Press/Media Coordinator, Social Media Coordinator, Investigative Coordinator, and Community Relations Coordinator with regards to the RING agreement."*

Your FOIA request is hereby granted in part and denied in part as follows. The attached records are being provided to you at no charge.


personal email addresses, signatures, and other unique identifiers have been withheld as exempt from disclosure under section 7(1)(b) of FOIA, which exempts from inspection and copying "[p]rivate information, unless disclosure is required by another provision of [FOIA], a State or federal law or a court order." 5 ILCS 140/7(1)(b).

You have a right to have this matter reviewed by the Public Access Counselor (PAC) at the Office of the Illinois Attorney General. 5 ILCS 140/9.5(a). You may file your Request for Review with the PAC by writing to:

Ms. Sarah Pratt
Public Access Counselor
Office of the Attorney General
500 South 2nd Street
Springfield, Illinois 62706
Fax: 217-782-1396
E-mail: publicaccess@atg.state.il.us

You also have the right to seek judicial review of your denial by filing a lawsuit in the State circuit court. 5 ILCS 140/11.

Very truly yours,


Corey Williamsen
Freedom of Information Officer
Village of Bensenville

From: Alison Valois
Sent: Sunday, June 9, 2019 9:14 AM
To: Dan Schulze
Subject: RE: Tow for DUI 19-7222

Thank you!

Officer A. Valois #562

Village of Bensenville Police Department
345 E. Green Street
Bensenville, IL 60106
630-350-3455

From: Dan Schulze
Sent: Sunday, June 09, 2019 8:27 AM
To: Alison Valois
Subject: Re: Tow for DUI 19-7222

TOGETHER we can make the Bensenville PD great (or at least better than we found it)

I appreciate the input from officers but your participation is always off the charts! Your extra efforts are always recognized, noted and appreciated not only by me but by the Village Board as well . . . (I brought you up in the spotlight show and at the last meeting with them)

I was very impressed by your latest Ring initiative and look forward to implementing it as an addition to our Securewatch program.

I appreciate your dedication and efforts!

Dan

On Jun 9, 2019, at 8:11 AM, Alison Valois <AValois@bensenville.il.us> wrote:

Thank you for listening to our complaints. It is much appreciated.

Officer A. Valois #562

Village of Bensenville Police Department
345 E. Green Street
Bensenville, IL 60106
630-350-3455

From: Dan Schulze
Sent: Saturday, June 08, 2019 2:51 PM
To: Alison Valois
Subject: Re: Tow for DUI 19-7222

Thanks Alison,

The towing contracts had to be returned by 31 May so that we could make a decision on a towing company.

We plan on making it this week. Only two companies submitted applications to be considered, Cherry's and Tomatow

It looks like it's going to be an easy decision

Dan

On Jun 8, 2019, at 2:42 PM, Alison Valois <AValois@bensenville.il.us> wrote:

Hello,

I wished to notify you Cherrys Towing took approximately an hour to arrive yesterday for a DUI crash on York & Foster. Ofc Kotlewski called around 1300 hrs for a tow and the tow did not get there until after 2:00.

Thank you,

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

From: Alison Valois
Sent: Wednesday, June 12, 2019 7:32 AM
To: Dan Schulze
Subject: RE: Crystal Lake Police Department joins Neighbors app by Ring | Northwest Herald

It definitely is becoming popular!

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

From: Dan Schulze
Sent: Wednesday, June 12, 2019 5:24 AM
To: Alison Valois
Subject: Crystal Lake Police Department joins Neighbors app by Ring | Northwest Herald

They copied your idea !

<https://www.nwherald.com/2019/06/11/crystal-lake-police-department-joins-neighbors-app-by-ring/ay85m5y/>

Sent from my iPhone

From: Evan Summers
Sent: Wednesday, June 12, 2019 3:08 PM
To: Dan Schulze
Cc: Mary Ribando
Subject: RE: Ring MOU

Agreed. This looks standard; no need to send it to legal for review.

From: Dan Schulze <DSchulze@bensenville.il.us>
Sent: Wednesday, June 12, 2019 12:02 PM
To: Evan Summers <ESummers@bensenville.il.us>
Subject: Ring MOU

Attached is the Ring MOU I mentioned in case you want to see it. Looks pretty standard.

Dan

Daniel Schulze
Chief of Police



345 E. Green Street, Bensenville. IL 60106
Phone: 630.350.3455 **Fax:** 630.594.1392
E-Mail : dschulze@bensenville.il.us
Web www.bensenville.il.us

From: Anthony G. Sumner
Sent: Monday, July 1, 2019 4:10 PM
To: Dan Schulze
Cc: Alison Valois; Evan Summers; Chad Norris
Subject: RE: Portal Activated + PR Materials / Guidelines - Bensenville (IL)

Posted- thanks



FACEBOOK:

We're excited to announce that the Bensenville Police Department has joined the Neighbors app by Ring! Neighbors is a free app where community members can stay up to date on local crime and safety situations by signing up for real-time alerts and sharing anonymous tips directly from their smartphone

Bensenville Police Department has partnered with the Neighbors app and can now post incident updates, helpful safety tips and requests for investigative information to residents using the app in communities we serve.

Text 'BensenvilleIL' to 555888 or click here: [Download.ring.com/Bensenville](https://download.ring.com/Bensenville) from your smartphone in order to download Neighbors for free on iOS/Android and join the conversation

TWITTER:

Bensenville Police Department is excited to join Neighbors by @Ring, a digital neighborhood watch app that sends you crime & safety alerts from your neighbors and @BensenvilleIL. Text 'BensenvilleIL' to 555888 or click here: [Download.ring.com/Bensenville](https://download.ring.com/Bensenville) to download the app for free.

Anthony G. Sumner
Multimedia Communications Administrator



12 South Center Street, Bensenville, IL 60106
P: 630.350.3423 C: 630.401.7088 E: asumner@bensenville.il.us



From: Dan Schulze <DSchulze@bensenville.il.us>
Sent: Monday, July 01, 2019 12:26 PM
To: Anthony G. Sumner <ASumner@bensenville.il.us>
Cc: Alison Valois <AValois@bensenville.il.us>
Subject: FW: Portal Activated + PR Materials / Guidelines - Bensenville (IL)

Anthony

Please see the request below. Is it possible to share this announcement over our social media feeds?

Dan

Daniel Schulze
Chief of Police



345 E. Green Street, Bensenville. IL 60106
Phone: 630.350.3455 **Fax:** 630.594.1392
E-Mail : dschulze@bensenville.il.us
Web www.bensenville.il.us

From: Alison Valois <AValois@bensenville.il.us>
Sent: Monday, July 1, 2019 11:53 AM
To: Dan Schulze <DSchulze@bensenville.il.us>; Eric Zodrow <EZodrow@bensenville.il.us>; Brian Dooley <BDooley@bensenville.il.us>
Subject: FW: Portal Activated + PR Materials / Guidelines - Bensenville (IL)

Hello,

I wanted to inform you the Ring Doorbell Neighborhood announcement has been made to members of the application. I have my final webinar tomorrow which will then complete the process and the Police Department will be able to access the Ring portal. I will make accounts for Detectives and administration as soon as it opens up.

Ring asks that Bensenville's social media also publicize the below information so we can get as much exposure as possible and get as many users on the application to better benefit us.

Can we please request the below information be shared on Bensenvilles' Social Media pages? If you can please advise who I can forward this to, I will get it sent out to them.

Thank you! I will also update you tomorrow once it all goes live after the webinar.

Officer A. Valois #562
Village of Bensenville Police Department
345 E. Green Street
Bensenville, IL 60106
630-350-3455

From: Anthony Modestine [anthony.modestine@ring.com]
Sent: Monday, July 01, 2019 11:47 AM
To: Alison Valois; Morgan Culbertson
Cc: Media
Subject: Portal Activated + PR Materials / Guidelines - Bensenville (IL)

Hi Alison,

Reaching out to confirm that the **In-App announcement** has gone out and your Neighbors portal features are now fully active. Lead coordinators can now get hands-on training and experience using portal before the full Dept Onboarding and should make for a more smooth and effective rollout.

PR materials and guidelines below are equally important to team success now that the partnership has shifted towards a public-facing conversation. Please review and circulate materials to your internal team as needed and share any questions, concerns or feedback you have for us at any point in the process.

If media reaches out with questions about the partnership or the Neighbors app, or for assistance with overall PR strategy, please contact Ring's PR Coordinator Morgan Culbertson (morgan@ring.com) directly (also copied on this email).

Neighbors App PR Materials Folder ([Click to Access](#)) includes:

-
-
- Pre-approved social media announcement templates (a great tool for informing the community)
-
-
-
- Key Neighbors App Talking Points
-
-
-
- Reactive Q+A
-
-
-
- Hi-res Neighbors app imagery
-

Custom Neighbors App Download Link: Download.ring.com/Bensenville

Simple Text Code: 'BensenvilleL' to 555888 from your smartphone. *(not case sensitive)*

General PR Guidelines

-
-
- **All public facing messaging and materials must be approved by both parties;**
- either by using approved templates or submitting to Ring PR for approval
-
-
-
- **Media inquiries and public requests for information about Ring or Neighbors should be flagged with both parties**
-

-
- **Per Ring's company policy, we do not publicly disclose**
- **the number of app downloads or device users residing in a given area or jurisdiction to protect user privacy**
-
-
- **Neighbors Portal back-end features should not be shared with the public,**
- **including** the law enforcement portal on desktop view, the heat map, sample video request emails or the video request process itself as they often contain sensitive
- investigative information
-
-
- **Ring or Neighbors-specific questions from media can be directed to**
- **morgan@ring.com**
- and any additional materials, examples, templates or information needed to support your outreach can be supplied by your PSM and the Ring PR team (all ccd).
-

That's it for now! We'll be on standby for any questions and keep us posted on any plans for outreach.

Best,

Anthony Modestine

Partner Success Associate

610.220.5432

Anthony@ring.com



1200 Atwater Dr Ste 225

Malvern, Pa 19355

www.ring.com



[Download the Neighbors App.](#)

Join the new neighborhood watch.

From: Ring Team <no-reply@ring.com>
Sent: Tuesday, July 2, 2019 11:37 AM
To: Dan Schulze
Subject: You've been invited to join Ring Neighbors Portal



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Bensenville Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Bensenville Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

[Join Portal Now](#)

*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers.
Unfortunately, Internet Explorer is currently not supported.



Email intended for dschulze@bensenville.il.us.

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From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Monday, July 15, 2019 10:30 AM
To: Jennifer N. Caliendo; Aaron Cha; Saul Herrera; Michael Larson; Brandon Reynolds; Dan Schulze; Christopher Staffeldt; Alison Valois; Eric Zodrow; Bradley Swanson
Subject: Ring<>Bensenville PD Partnership!
Attachments: Reference Sheet Bensenville PD.pdf; Portal Announcement Flyer Bensenville PD.pdf

Good Morning Bensenville PD Team!

Thank you for those who joined the training session of Neighbors Portal by Ring! Everyone should have received their initial email to create your account, please email me if you did not receive this email from No-reply@ring.com.

For those that joined the onboarding and if you have a free moment, If you could please click [here](#) to take a quick 2-minute survey on training I would greatly appreciate it.

Below is a guide to get started which includes directions on creating your account, key takeaways from today's training, and your unique department link and promo code for special law enforcement offers.

Creating an Account

**Please access the Neighbors Portal using Firefox or Chrome. Internet Explorer is not compatible.*

1. Check your inbox for an email from Ring Team
2. Click the **Join Portal** button
3. Follow the prompts to create your account
4. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal

Key Takeaways

1. **Engage on Portal.** The more your community sees your involvement, the more effective Portal features become when interacting with them.

- A)Comment on every Neighbor Post. - Neighbors will see your title, last name, and Department Name when you comment.
- **Example (Officer Modestine - Bensenville PD)**

The screenshot shows a comments section with the following content:

- At the top, there are two buttons: "Showing All Comments" and "Hide Comments".
- Post 1: "Neighbor 7 a month ago" with the text "Thank you for the heads up". It has 0 likes and a "Reply" button.
- Post 2: "Neighbor 14 a month ago" with the text "I have the Ring Stick Up Cams inside my vehicles." It has 0 likes and a "Reply" button.
- Post 3: "Lt. Greene - Wolcott PD 23 days ago" with the text "Thank You for this post. The video clearly shows that if your doors are locked and your residence has some sort of security, in this case motion lighting, it will deter the criminals. Again thank you for the post. The Wolcott Police are investigating." It has 2 likes and a "Reply" button.
- At the bottom, there is a text input field with a vertical line cursor and a "POST" button.

- B)Law Enforcement Post - Neighbors will see the Name of the Department
- **Example (Bensenville PD)**
- Here are some examples that should be posted.
 - Ex. BOLOS, PSAs, 9 pm Routine, Success Stories, Missing Person, Scams, Events(Community Watch, Coffee w/ Cop) and **every time you send out a Video Request.**
 - If looking for information please make sure to put in a contact number or email that neighbors can reach out.

**Paddock Rd Car Larceny**

Hello Rye Brook community, My name is Detective Dengler with the Rye Brook Police Department. The Rye Brook Police Department is investigating a Car Break-in investigation in which Ring is emailing Ring users on the Rye Brook PDs behalf to gather any videos that can help with our investigation. This request is for any video that captured video on Thursday, April 25th from 1-3am. Any members of the community who may have other camera systems and captured video that could help investigators are asked to please share those videos/images with the Rye Brook Police Department as this is a time sensitive matter. You can do this by emailing them to edengler@ryebrook.org Thank you all for your assistance in helping us Reduce Crime In Our Community. Rye Brook Pd #914-937-1020

O

2. **Join an Alert Zone.** Let us deliver the most important crime related posts directly to your inbox. Joining an Alert Zone is easy:

1. Sign in → click on the blue profile icon in the upper right corner → **My Profile**
2. Click **Select Alert Zone**
3. Choose an **Alert Zone**

3. **Anyone Can Use Neighbors.** Neighbors is a free app that anyone can download and use. Portal grows in value with each resident that downloads the Neighbors App.

*For Ring's law enforcement guidelines, please click [here](#).

4. **Community Partner Programs.** Ring offers a variety of programs to meet the specific needs of local governments, HOAs, Community Groups, and events. Click on the link below to learn more.

<https://communityprograms.ring.com/>

Special Offers for Law Enforcement

1. Download the FREE Neighbors App by texting **BensenvilleIL** to **555888** or by visiting download.ring.com/
2. Get **\$50 off** of eligible Ring Video Doorbells, Security Cams, and our Ring Alarm when you shop at Ring.com. Use discount code: **NBBENSENVILLE** and be sure to check out using your department email address (example@bensenville.il.us)

*Discount does not apply towards accessories and/or already discounted devices, including but not limited to Ring Video Doorbell Classic

If you have any questions or need support at all, feel free to contact me at any time at Anthony@ring.com or 610.220.5432.

Best,
Anthony Modestine

Anthony Modestine

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.



[LE Discount Flyer Bensenville PD.pdf](#)



Neighbors Portal Reference Sheet

Quick Start

**For an optimal experience, please access the Neighbors Portal using Firefox or Chrome.*

First time logging in:

1. Check your inbox for an email from **Ring Team**
2. Click **Join Portal**
3. Follow the prompts to create your account
4. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal

Returning users:

1. Using either Firefox or Google Chrome, go to <https://nw.ring.com/>
2. Enter your login credentials

Key Takeaways

1. **Engage on Portal.** The more your community sees your involvement, the more effective Portal features become when interacting with them.
2. **Join an Alert Zone.** Let us deliver the most important crime related posts directly to your inbox. Joining an Alert Zone is easy:
 1. Sign in → click the blue profile icon in the upper right corner → My Profile
 2. Click **Select Alert Zone**
 3. Choose an **Alert Zone**
3. **Anyone Can Use Neighbors.** Neighbors is a free app that anyone can download and use. Portal grows in value with each resident that downloads the Neighbors app.

Questions?

For technical support and/or feedback, contact your Partner Success Manager **Anthony Modestine** at anthony@ring.com or **610.220.5432**.

Special Offers for Law Enforcement

1. Download the Neighbors App for free by texting [bensenvilleil](https://download.ring.com/bensenville) to 555888 or visit <https://download.ring.com/bensenville>
2. Get **\$50 off** of eligible Ring Video Doorbells, Security Cams, and our Ring Alarm when you shop at Ring.com. Use discount code: **NBBENSENVILLE** and be sure to check out using your department email address (example@bensenville.il.us).

*Discount does not apply towards accessories and/or already discounted devices, including but not limited to Ring Video Doorbell Classic.



Neighbors by Ring



Neighborhood Update
Suspect in Custody
32nd Street
6:36am



Neighborhood Alert
Suspicious Person
32nd Street
6:08am

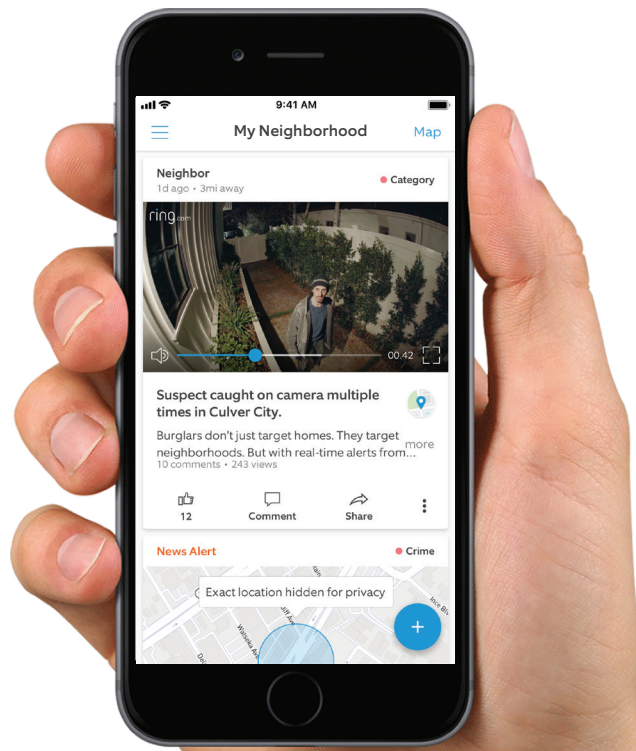


Bensenville Police Department has joined Neighbors by Ring!

Neighbors by Ring is the Neighborhood Watch App that sends real-time crime and safety notifications directly to your phone. The **Bensenville Police Department** has joined the Neighbors App to share alerts, comment on local issues and help make our communities safer for everyone.

Join the Bensenville Police Department on the Neighbors App

Text **bensenvilleil** to **555888** to download the free Neighbors App to see what's going on in your community right now. Share the app with your neighbors, friends and family to make a difference in your neighborhood today.



From: Ring Team <no-reply@ring.com>
Sent: Monday, July 15, 2019 7:26 PM
To: Dan Schulze
Subject: Safety First: Please Verify Your Email

Hi Neighbor,
Thank you
for joining
Neighbors.
Please verify
your email to
secure your
account.

VERIFY NOW

If this wasn't
you, please
[click here](#).

Email intended for dschulze@bensenville.il.us.

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Monica, CA 90404.

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Neighbors by Ring

From: Ring Team <no-reply@ring.com>
Sent: Monday, July 15, 2019 7:54 PM
To: Dan Schulze
Subject: Welcome to Neighbors

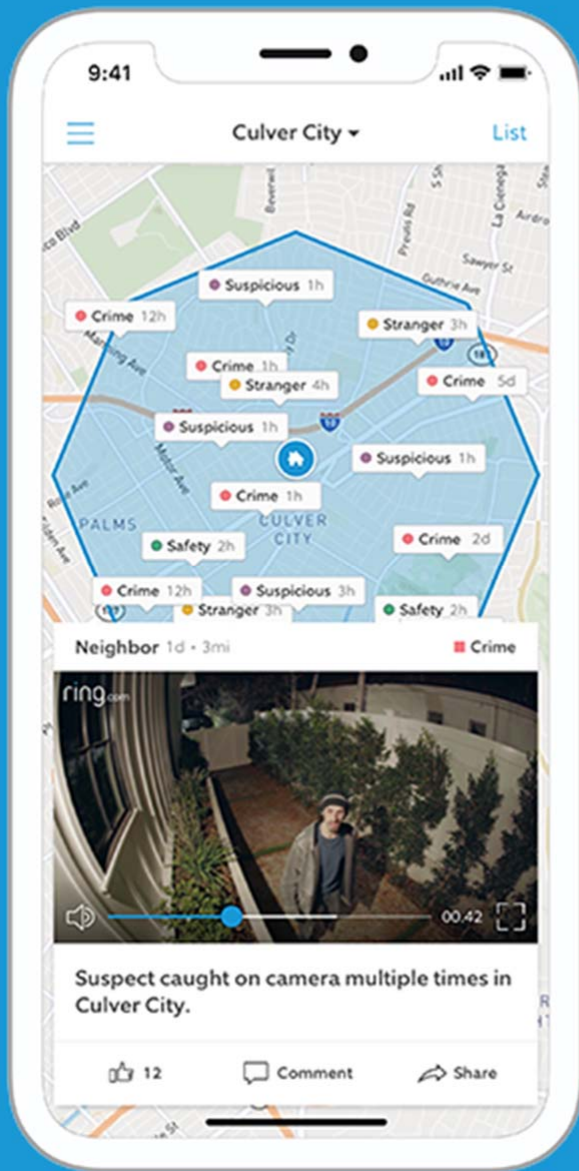


Welcome to Neighbors

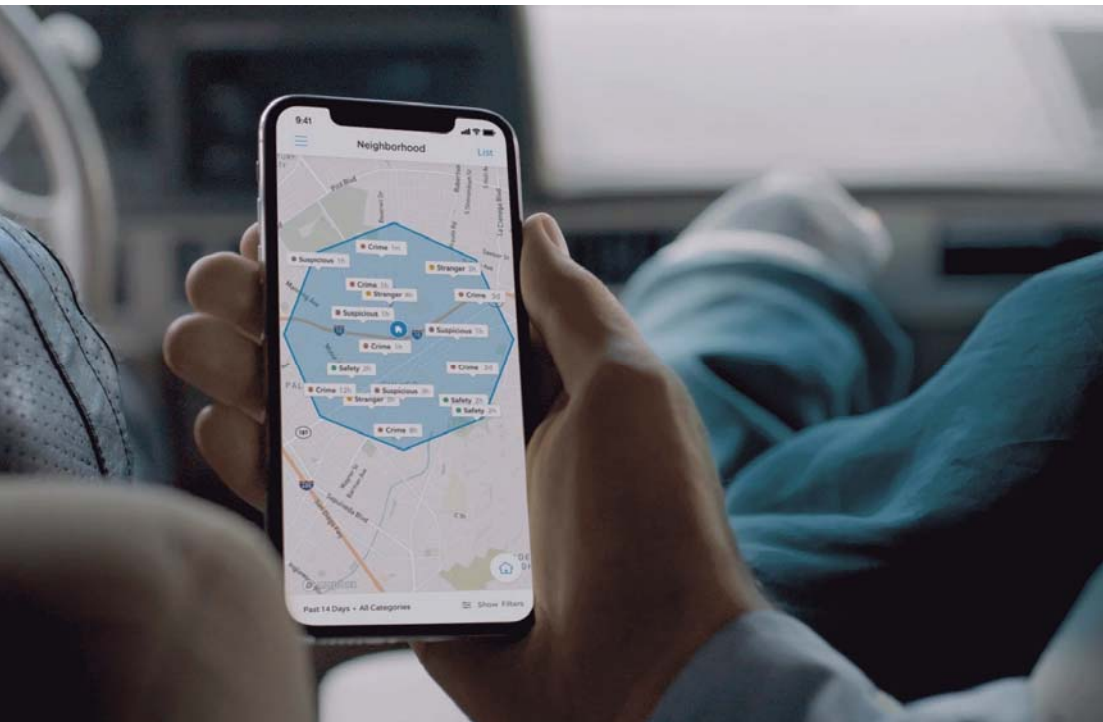
The New Neighborhood Watch



Neighbors is more than an app,
it's the power of your community coming together
to keep you safe and informed.

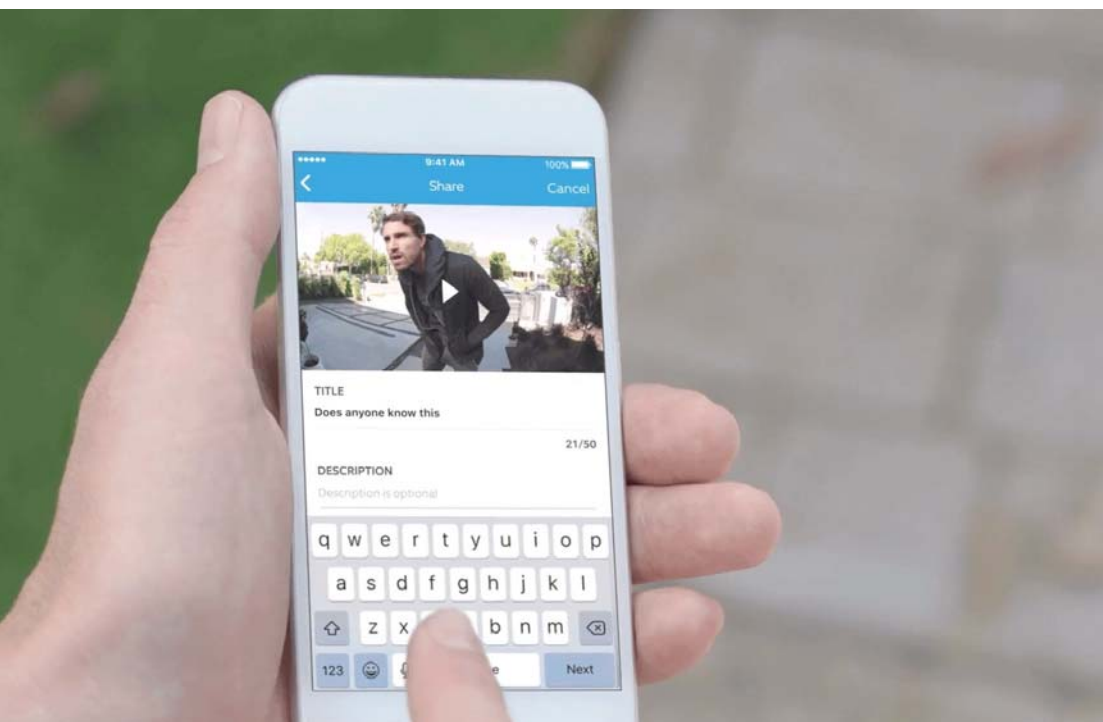


Get real-time crime and safety alerts from your neighbors



Criminals target neighborhoods, not individual homes. But with real-time crime and safety alerts from your neighbors, you'll stay one step ahead of crime.

When you see something, share something



Millions of Americans are already using Neighbors - now you can stay connected with your community and share alerts about suspicious or criminal activity.

Our [community guidelines](#) help ensure all Neighbors treat each other with dignity and respect.

Safer Neighborhoods start with Neighbors.
Welcome to the New Neighborhood Watch.

SEE MY NEIGHBORHOOD

✓ Resolved

The Power of Neighbors

[See how Neighbors came together in Dallas to stop package theft in their community.](#)

Click here to [unsubscribe](#) from Neighbors emails

Email intended for dschulze@bensenville.il.us.

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Neighbors by Ring

From: Ring Team <noreply@asknicelyemail.com>
Sent: Tuesday, July 16, 2019 11:48 AM
To: Dan Schulze
Subject: Hi Daniel, just a quick question about Ring Neighbors Portal



How likely are you to recommend Ring's Neighbors Portal to others in law enforcement?

| | | | | | |
|---|---|---|---|----|---|
| 0 | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | |

1 - Not Likely

10 - Extremely Likely

The email was sent by AskNicely on behalf of Ring's Neighbors Portal.

Powered by AskNicely

[Privacy](#) [Unsubscribe](#)



From: Ring Neighbors Portal Team <noreply@ring.com>
Sent: Friday, July 19, 2019 10:36 PM
To: Dan Schulze
Subject: Neighbors Portal Maintenance: Video Request



We want to make you aware that the Video Request feature is down for a bit of maintenance. We expect to have the Video Request feature back up and running by the middle of next week, at which point we'll update you via email. We appreciate your understanding and hope you have a good weekend.

Stay Safe,
The Ring Neighbors Portal Team



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Our mailing address is:

1523 26th Street
Santa Monica, CA 90404

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).

From: Ring Neighbors Portal Team <noreply@ring.com>
Sent: Monday, July 22, 2019 7:33 PM
To: Dan Schulze
Subject: Video Request Maintenance Completed



We have successfully completed maintenance to the Neighbors Portal. The Video Request feature is back up and running. Thank you again for your patience.

Stay Safe,
The Ring Neighbors Portal Team



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Our mailing address is:
1523 26th Street

Santa Monica, CA 90404

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).

From: Neighbors by Ring <noreply@asknicelyemail.com>
Sent: Thursday, July 25, 2019 7:32 PM
To: Dan Schulze
Subject: Dan, we'd love your feedback on the app.



Neighbors by Ring

How likely are you to recommend
Neighbors by Ring to a friend or colleague?

| | | | | | |
|---|---|---|---|----|---|
| 0 | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | |

0 - Not likely

10 - Very likely

The email was sent by AskNicely on behalf of Neighbors by Ring

Powered by AskNicely

[Privacy](#)

[Unsubscribe](#)



From: Ring Neighbors Portal Team <neighbors-portal@ring.com>
Sent: Wednesday, July 31, 2019 6:59 AM
To: Dan Schulze
Subject: Raise Awareness About Your Community Events



Tell Your Community About Your Events

Neighbors Portal is a great tool you can use to raise awareness about local crime and safety events, especially National Night Out (NNO) coming up on Tuesday, August 6th. Posting about local events can help drive resident attendance and increase engagement with your community.

Keep your Post simple and local by including the date, time and location of your event to target users within that specific area.

Post About Your National Night Out



Sandy Police Night Out Against Crime Fair

The Sandy City Police Department is hosting a Night Out Against Crime Fair on Tuesday, August 6th from 5:30-8:30 pm at Lone Peak Park (10140 S 700 E). We invite all residents to attend. It's going to be such a fun event with food, booths, events, displays, services, presentations and activities for all ages (children, teens, adults and the young at heart). See attached for more information. We hope to see you there!

11 comments 3 views

👍 16

💬 Comment

➦ Share

Load Comments

Sandy City Police Department - Post Example



Copyright © 2019 Ring, LLC, All rights reserved.

Our mailing address is:

1523 26th Street

Santa Monica, CA 90404

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).

From: Alison Valois
Sent: Friday, May 24, 2019 10:43 AM
To: Brian Dooley; Eric Zodrow
Subject: FW: Neighbors Portal by Ring

Here is the information I received from Ring. I am working on setting up a time to do the webinar and get us all set to go! I will get other Officers to participate as well.

Thank you for your consideration in this matter,

Officer A. Valois #562

Village of Bensenville Police Department
345 E. Green Street
Bensenville, IL 60106
630-350-3455

From: Rohit Murti [rohit.murti@ring.com]
Sent: Wednesday, May 22, 2019 10:30 AM
To: Alison Valois
Subject: Neighbors Portal by Ring

Officer Valois,

Thank you for your interest in our law enforcement program - Neighbors Portal by Ring. Please find below a summary of our program.

Summary of the program

Our platform combines the deterrent value of a visible security system (devices) with the power of an actively engaged community (via a free app) to reduce criminal activity and to help solve open investigations.

Neighbors Portal is Law Enforcement's access to our platform. Portal highlights include:

1. **No Cost** - Neighbors Portal is free to Law Enforcement.
2. **Community Engagement** - Law Enforcement's ability to join the conversation on the Neighbors app (about posted video or in response to posted comments).
3. **Alerts** - You may post alerts which are highly relevant (proximity) to the recipient.
4. **Video Request** - You may request videos from Ring device owners who may have captured footage, that may be of relevance to new or active investigations.

We would love to share information on the program through a live webinar, as per your convenience and availability. Please have a look at the link below and book a time that works for you.

Booking Link: <https://rohitmurti.youcanbook.me/>

While we encourage the participation of as many officers as are interested, the presence of the following personnel would be essential to ensure optimal experience and results with Neighbors Portal by Ring:

- Partnership Coordinator
- Public Information Officer / Social Media Liaison
- Investigative - CID/Crime/Property Crime
- Community Outreach Officer

- Social Media Coordinator

Acquaintance with the [Neighbors](#) app, prior to our webinar, would be beneficial for engagement. Please feel free to call or email me if you have any questions. Thank you for your time. We look forward to hearing from you.

Sincerely,

Rohit D. Murti

Community Partnerships Manager

T 832.992.9910 E rohit.murti@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

From: Alison Valois
Sent: Tuesday, June 4, 2019 4:12 PM
To: Police Admin
Subject: FW: Ring MOU - Bensenville Police Department, IL
Attachments: Ring MOU - Bensenville Police Department, IL.pdf

Hello,

I wanted to update you all on the progress with the Ring doorbell idea I had briefly proposed to DC Dooley and DC Zodrow in passing a few weeks ago. Once I started digging around, I reached out to Ring corporate who advised I would have to complete a webinar on how to use the program and what it has to offer. After the Mamma Marias burglary and trying to find any homes with cameras, I saw this option in my own Ring doorbell app where people in the surrounding area upload videos, photos and can post about what they are seeing/hearing.

I did the webinar for the Ring Doorbell "Neighbors" application today. All videos from any Ring doorbells (or any other members of the Neighbors app using any cameras/videos/photos) can be uploaded to one place in lieu of having to go door to door to get videos/photos. Once we notify the community of our involvement in the app, more and more people can join the app, upload their videos and make our investigations even better and more fruitful.

We can also send out community alerts, request all videos at once for a specified location based on square miles, etc. It has a lot to offer!

Most importantly, there is **no** cost to us, the Village or anyone. It is a free service from Ring in an effort to reduce crime. The gentleman I have been speaking with advised to complete the process, our Board may need to vote on it and complete a MOU (Memorandum of Understanding) He explained they may not need to be involved but I am not sure of that end. That document is attached as well as all the information he provided below.

I am excited to be able to bring this technology to our Department and work with everyone.

Thank you for your time,

Officer A. Valois #562
Village of Bensenville Police Department
345 E. Green Street
Bensenville, IL 60106
630-350-3455

From: Rohit Murti [rohit.murti@ring.com]
Sent: Tuesday, June 04, 2019 2:00 PM
To: Alison Valois
Subject: Ring MOU - Bensenville Police Department, IL

Officer Valois,

Thank you for arranging our meeting today to learn about Ring's approach to reducing crime in communities.

An overview of our program:

Our platform combines the deterrent value of a visible security system (devices) with the power of an actively engaged community (via a free app) to reduce criminal activity and to help solve open investigations.

Neighbors Portal is Law Enforcement's access to our platform. Portal highlights include:

1. **No Cost** - Neighbors Portal is free to Law Enforcement.
2. **Community Engagement** - Law Enforcement's ability to join the conversation on the Neighbors app (about posted video or in response to posted comments).
3. **Alerts** - You may post alerts which are highly relevant (proximity) to the recipient.
4. **Video Request** - You may request videos from Ring device owners who may have captured footage, that may be of relevance to new or active investigations.

As the attached MOU is reviewed, please feel free to contact me at any time. My cell number is 832-992-9910. As part of our security protocol, I have mailed a postcard to you with a code. Once you receive it, please enter the code at the end of the MOU document, along with the signature, prior to sharing it with me via email.

In the case where the MOU may need to go before City Council, we want to be sure to provide the proper support in advance. Please let me know if this is the case and I will loop in our PR/Media team for support.

Could you please help me identify the personnel in the highlighted roles? Once we receive the signed copy of the MOU and the information below, we will be ready to move forward in the process.

- Partnership Coordinator - Officer Alison Valois (avalois@bensenville.il.us)
- Public Information Officer / Social Media Liaison - TBD
- Investigative (CID/Crime/Property Crime) - TBD
- Community Outreach Officer - TBD
- Social Media Coordinator - TBD

Thank you again for meeting with me. I look forward to working with you and Bensenville Police Department.

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.



Neighbors by Ring

Memorandum of Understanding

This agreement is entered into this _____ day of _____, 2019 by and between Ring LLC (“Ring”) and Bensenville Police Department (“Agency”), (collectively the “parties”) and will provide Agency access to the Neighbors Portal to communicate with users of the Neighbors app (“Ring Neighbors”) and encourage community engagement as we work together to make Bensenville’s (“Village”) neighborhoods safer.

- Neighbors by Ring app (“Neighbors App”) is a digital neighborhood watch that both law enforcement and the public may access free of charge by downloading the Neighbors App (iOS and Android).
- The Neighbors App allows users to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, Agency may:
 - Utilize the critical crime and safety events that are posted in the Neighbors App by Ring Neighbors to assist in law enforcement operations and investigations; and
 - Post information relating to critical incidents and other incidents in the app to keep Ring Neighbors informed regarding issues in their neighborhoods.

With an understanding that a robust, active and engaged user community is essential to the immediate, sustained and ongoing success of the program, the parties agree to the following responsibilities:

Ring

- Make the Neighbors App available to Village residents free of charge.
- Make the Neighbors Portal available to Agency free of charge, including ongoing support and training for Agency employees.

Agency

- Maintain appropriate access controls for Agency personnel to use the Neighbors Portal.

Press Release

The parties shall agree to a joint press release to be mutually approved by the parties. Neither party may use the other party’s name, logo, or likeness in any advertising or press release without prior written approval of the other party. Notwithstanding the foregoing, Ring shall be permitted to provide in-app alerts to Ring Neighbors announcing Agency’s participation in the Neighbors App.

Term

Agency’s participation in the program shall commence upon Agency’s acceptance of these program terms. Either party may terminate Agency’s participation in the program at any time by providing 30 days’ written notice to the other party; provided that in the case of material breach of this Agreement by the Agency, Ring shall only be required to provide three days’ written notice to Agency.

Privacy and Terms of Use

Ring will not provide any customer personal information, including video footage, to Agency without the prior

consent of the owner or properly issued legal process that complies with federal and state law, as applicable. Agency agrees to use the Neighbors Portal only as expressly authorized by Ring and only in connection with bona fide Agency work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Neighbors App and, as applicable, the Neighbors Portal.

Compensation

At no point shall either party receive compensation from each other as a result of this program.

Confidentiality

Unless otherwise required by law, the Parties shall not disclose the terms of this program or any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.

RING LLC

Date: _____

By: _____

Name: _____

Title: _____

Agency

Date: _____

By: _____

Name: _____

Title: _____

Verification Code* ____ ____ ____ ____

*A four digit verification code was mailed to the primary point of contact at this agency to the address listed in public records. Please provide that code prior to submitting the MOU for processing.

From: Alison Valois
Sent: Monday, July 1, 2019 11:53 AM
To: Dan Schulze; Eric Zodrow; Brian Dooley
Subject: FW: Portal Activated + PR Materials / Guidelines - Bensenville (IL)

Hello,

I wanted to inform you the Ring Doorbell Neighborhood announcement has been made to members of the application. I have my final webinar tomorrow which will then complete the process and the Police Department will be able to access the Ring portal. I will make accounts for Detectives and administration as soon as it opens up.

Ring asks that Bensenville's social media also publicize the below information so we can get as much exposure as possible and get as many users on the application to better benefit us.

Can we please request the below information be shared on Bensenvilles' Social Media pages? If you can please advise who I can forward this to, I will get it sent out to them.

Thank you! I will also update you tomorrow once it all goes live after the webinar.

Officer A. Valois #562

Village of Bensenville Police Department
345 E. Green Street
Bensenville, IL 60106
630-350-3455

From: Anthony Modestine [anthony.modestine@ring.com]
Sent: Monday, July 01, 2019 11:47 AM
To: Alison Valois; Morgan Culbertson
Cc: Media
Subject: Portal Activated + PR Materials / Guidelines - Bensenville (IL)

Hi Alison,

Reaching out to confirm that the **In-App announcement** has gone out and your Neighbors portal features are now fully active. Lead coordinators can now get hands-on training and experience using portal before the full Dept Onboarding and should make for a more smooth and effective rollout.

PR materials and guidelines below are equally important to team success now that the partnership has shifted towards a public-facing conversation. Please review and circulate materials to your internal team as needed and share any questions, concerns or feedback you have for us at any point in the process.

If media reaches out with questions about the partnership or the Neighbors app, or for assistance with overall PR strategy, please contact Ring's PR Coordinator Morgan Culbertson (morgan@ring.com) directly (also copied on this email).

Neighbors App PR Materials Folder ([Click to Access](#)) includes:

-
-
- Pre-approved social media announcement templates (a great tool for informing the community)
-
-

-
- Key Neighbors App Talking Points
-
-
-
- Reactive Q+A
-
-
-
- Hi-res Neighbors app imagery
-

Custom Neighbors App Download Link: [Download.ring.com/Bensenville](https://download.ring.com/Bensenville)

Simple Text Code: 'BensenvilleIL' to 555888 from your smartphone. *(not case sensitive)*

General PR Guidelines

-
-
- **All public facing messaging and materials must be approved by both parties;**
- either by using approved templates or submitting to Ring PR for approval
-
-
-
- **Media inquiries and public requests for information about Ring or Neighbors should be flagged with both parties**
-
-
-
- **Per Ring's company policy, we do not publicly disclose**
- **the number of app downloads or device users residing in a given area or jurisdiction to protect user privacy**
-
-
- **Neighbors Portal back-end features should not be shared with the public,**
- **including** the law enforcement portal on desktop view, the heat map, sample video request emails or the video request process itself as they often contain sensitive
- investigative information
-
-
- **Ring or Neighbors-specific questions from media can be directed to**
- morgan@ring.com

- and any additional materials, examples, templates or information needed to support your outreach can be supplied by your PSM and the Ring PR team (all ccd).
-

That's it for now! We'll be on standby for any questions and keep us posted on any plans for outreach.

Best,

Anthony Modestine

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

From: Ring Team <no-reply@ring.com>
Sent: Tuesday, July 2, 2019 11:38 AM
To: Brian Dooley
Subject: You've been invited to join Ring Neighbors Portal



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Bensenville Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Bensenville Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

[Join Portal Now](#)

*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers.
Unfortunately, Internet Explorer is currently not supported.



Email intended for bdooley@bensenville.il.us.

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From: Alison Valois
Sent: Tuesday, July 2, 2019 11:52 AM
To: Dan Schulze; Brian Dooley; Eric Zodrow
Subject: Ring Doorbell Portal

Hello,

The Ring doorbell portal is officially active and I have made you all Admin members. I believe an email went out for the invite to you all individually. I have also made accounts for Detectives. You can access everything through the portal. Please let me know if you need any help! I was only able to use the ring site using Firefox and/or Google Chrome.

I still have a webinar to complete but the guy from Ring had to cancel last minute so we are trying to reschedule for next week.

Officer A. Valois #562

Village of Bensenville Police Department
345 E. Green Street
Bensenville, IL 60106
630-350-3455

From: Dan Schulze
Sent: Monday, July 8, 2019 11:01 AM
To: All Police
Subject: Attempt to identify

Suspicious Circumstances reported over the Ring Neighbors Portal

Attempting to identify – Please advise if you know or have encountered this individual



Daniel Schulze
Chief of Police



345 E. Green Street, Bensenville. IL 60106
Phone: 630.350.3455 **Fax:** 630.594.1392
E-Mail : dschulze@bensenville.il.us
Web www.bensenville.il.us

From: Ring Team <no-reply@ring.com>
Sent: Monday, July 15, 2019 9:04 AM
To: Brian Dooley
Subject: You've been invited to join Ring Neighbors Portal



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Bensenville Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Bensenville Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

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Email intended for bdooley@bensenville.il.us.

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From: Ring Team <no-reply@ring.com>
Sent: Tuesday, July 2, 2019 11:39 AM
To: Eric Zodrow
Subject: You've been invited to join Ring Neighbors Portal



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Bensenville Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Bensenville Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

[Join Portal Now](#)

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Unfortunately, Internet Explorer is currently not supported.



Email intended for ezodrow@bensenville.il.us.

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From: Ring Team <no-reply@ring.com>
Sent: Sunday, July 7, 2019 10:54 AM
To: Aaron Cha
Subject: You've been invited to join Ring Neighbors Portal



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Bensenville Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Bensenville Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

[Join Portal Now](#)

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Unfortunately, Internet Explorer is currently not supported.



Email intended for acha@bensenville.il.us.

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From: Ring Team <no-reply@ring.com>
Sent: Monday, July 15, 2019 9:04 AM
To: Aaron Cha
Subject: You've been invited to join Ring Neighbors Portal



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Bensenville Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Bensenville Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

[Join Portal Now](#)

*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers.
Unfortunately, Internet Explorer is currently not supported.



Email intended for acha@bensenville.il.us.

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From: Ring Neighbors Portal Team <noreply@ring.com>
Sent: Monday, July 22, 2019 7:33 PM
To: Aaron Cha
Subject: Video Request Maintenance Completed



We have successfully completed maintenance to the Neighbors Portal. The Video Request feature is back up and running. Thank you again for your patience.

Stay Safe,
The Ring Neighbors Portal Team



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Our mailing address is:
1523 26th Street

Santa Monica, CA 90404

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).

From: No Reply <noreply@ring.com>
Sent: Tuesday, May 21, 2019 3:09 PM
To: Alison Valois
Subject: Re: Ring Neighborhoods Inquiry

Hi Alison,

It was a pleasure speaking with you today. Please know that we are committed to providing you the highest level of service.

Thank you for contacting Ring!

For more information, please visit ring.com or our online help at support.ring.com.

Best,

Heather K.

On Tue, May 21, 2019 8:08 PM, wrote:

you too

On Tue, May 21, 2019 8:08 PM, wrote:

You're very welcome! Thank you for contacting Ring, and I hope you have a wonderful day!

On Tue, May 21, 2019 8:08 PM, wrote:

nope thats it thanks so much

On Tue, May 21, 2019 8:08 PM, wrote:

You're welcome! Is there anything else I can do for you today Alison?

On Tue, May 21, 2019 8:07 PM, wrote:

Thanks

On Tue, May 21, 2019 8:07 PM, wrote:

For this instance, you would like to email neighborhoods@ring.com and tell them this. I hope this is of help to you, and I'm sorry to redirect you.

On Tue, May 21, 2019 8:05 PM, wrote:

You're welcome! And thank you for your patience.

On Tue, May 21, 2019 8:04 PM, wrote:

thanks

On Tue, May 21, 2019 8:03 PM, wrote:

Hello Alison! Give me one moment while I pull up your account. And I would like to apologize that you were waiting for two hours. It appears our system may have glitched, and your chat was never assigned to anyone. Again, I am sorry for the inconvenience, but am glad you chatted back in!

On Tue, May 21, 2019 8:03 PM, wrote:

I am a police officer in Bensenville Illinois and wanted our department to join the Neighborhood app so we can work with residents. I was unable to locate any information for how police departments can make an account to use

On Tue, May 21, 2019 8:02 PM, wrote:

I was inquiring about the Neighborhood program that police departments can join

On Tue, May 21, 2019 8:02 PM, wrote:

my name is alison valois my email is [REDACTED]

On Tue, May 21, 2019 8:01 PM, wrote:

Thank you for contacting Ring Community Support! My name is Heather from the Ring Alarm team, may I have your name and email associated with your Ring account please?

On Tue, May 21, 2019 8:01 PM, wrote:

Great! Someone will be with you shortly.

On Tue, May 21, 2019 8:01 PM, wrote:

Ring Alarm Home Security System

On Tue, May 21, 2019 8:00 PM, wrote:

In order to connect you to the right team, please CLICK an option from the list below, then click the arrow to submit.

On Tue, May 21, 2019 8:00 PM, wrote:

i have been waiting for assistance for over 2 hours

From: Rohit Murti <rohit.murti@ring.com>
Sent: Wednesday, May 22, 2019 10:31 AM
To: Alison Valois
Subject: Neighbors Portal by Ring

Officer Valois,

Thank you for your interest in our law enforcement program - Neighbors Portal by Ring. Please find below a summary of our program.

Summary of the program

Our platform combines the deterrent value of a visible security system (devices) with the power of an actively engaged community (via a free app) to reduce criminal activity and to help solve open investigations.

Neighbors Portal is Law Enforcement's access to our platform. Portal highlights include:

1. **No Cost** - Neighbors Portal is free to Law Enforcement.
2. **Community Engagement** - Law Enforcement's ability to join the conversation on the Neighbors app (about posted video or in response to posted comments).
3. **Alerts** - You may post alerts which are highly relevant (proximity) to the recipient.
4. **Video Request** - You may request videos from Ring device owners who may have captured footage, that may be of relevance to new or active investigations.

We would love to share information on the program through a live webinar, as per your convenience and availability. Please have a look at the link below and book a time that works for you.

Booking Link: <https://rohitmurti.youcanbook.me/>

While we encourage the participation of as many officers as are interested, the presence of the following personnel would be essential to ensure optimal experience and results with Neighbors Portal by Ring:

- Partnership Coordinator
- Public Information Officer / Social Media Liaison
- Investigative - CID/Crime/Property Crime
- Community Outreach Officer
- Social Media Coordinator

Acquaintance with the [Neighbors](#) app, prior to our webinar, would be beneficial for engagement. Please feel free to call or email me if you have any questions. Thank you for your time. We look forward to hearing from you.

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

From: Rohit Murti <rohit.murti@ring.com>
Sent: Friday, May 24, 2019 11:09 AM
To: Alison Valois
Subject: Re: Neighbors Portal by Ring

Hi Officer Valois,

Please try booking through this link - <https://calendly.com/rohitmurti>. Please let me know if you run into any issues with this link. Thank you.

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



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Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Fri, May 24, 2019 at 8:48 AM Alison Valois <AValois@bensenville.il.us> wrote:

Hello,

Thank you for the response. I tried to sign up for the webinar but there are no available dates.

Thank you,

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

From: Rohit Murti [rohit.murti@ring.com]

Sent: Wednesday, May 22, 2019 10:30 AM

To: Alison Valois

Subject: Neighbors Portal by Ring

Officer Valois,

Thank you for your interest in our law enforcement program - Neighbors Portal by Ring. Please find below a summary of our program.

Summary of the program

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Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



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Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

From: Rohit Murti <rohit.murti@ring.com>
Sent: Tuesday, June 4, 2019 12:08 PM
To: Alison Valois
Subject: Re: Neighbors Portal by Ring

Hi Officer,

We had a webinar scheduled for today at 10 AM (PST). It's currently 10:07 AM. Would you like to reschedule? Please have a look at this link - <https://calendly.com/rohitmurti>. Please let me know if you have any questions. Thank you.

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



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Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
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Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



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Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
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Hello,

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Thank you,

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

From: Rohit Murti [rohit.murti@ring.com]

Sent: Wednesday, May 22, 2019 10:30 AM

To: Alison Valois

Subject: Neighbors Portal by Ring

Officer Valois,

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- Community Outreach Officer
- Social Media Coordinator

Acquaintance with the [Neighbors](#) app, prior to our webinar, would be beneficial for engagement. Please feel free to call or email me if you have any questions. Thank you for your time. We look forward to hearing from you.

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

From: Rohit Murti <rohit.murti@ring.com>
Sent: Tuesday, June 4, 2019 12:11 PM
To: Alison Valois
Subject: Re: Neighbors Portal by Ring

<https://ring.zoom.us/j/7101637734>

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



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Santa Monica, CA 90404
www.ring.com



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Join the new neighborhood watch.

On Tue, Jun 4, 2019 at 10:09 AM Alison Valois <AValois@bensenville.il.us> wrote:

I am so sorry! I just got your voicemail, I was out on a call around the time of the webinar and had no access to a computer!! I apologize again, I will reschedule!

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

From: Rohit Murti [rohit.murti@ring.com]
Sent: Wednesday, May 22, 2019 10:30 AM
To: Alison Valois
Subject: Neighbors Portal by Ring

Officer Valois,

Thank you for your interest in our law enforcement program - Neighbors Portal by Ring. Please find below a summary of our program.

Summary of the program

Our platform combines the deterrent value of a visible security system (devices) with the power of an actively engaged community (via a free app) to reduce criminal activity and to help solve open investigations.

Neighbors Portal is Law Enforcement's access to our platform. Portal highlights include:

1. **No Cost** - Neighbors Portal is free to Law Enforcement.
2. **Community Engagement** - Law Enforcement's ability to join the conversation on the Neighbors app (about posted video or in response to posted comments).
3. **Alerts** - You may post alerts which are highly relevant (proximity) to the recipient.
4. **Video Request** - You may request videos from Ring device owners who may have captured footage, that may be of relevance to new or active investigations.

We would love to share information on the program through a live webinar, as per your convenience and availability. Please have a look at the link below and book a time that works for you.

Booking Link: <https://rohitmurti.youcanbook.me/>

While we encourage the participation of as many officers as are interested, the presence of the following personnel would be essential to ensure optimal experience and results with Neighbors Portal by Ring:

- Partnership Coordinator
- Public Information Officer / Social Media Liaison
- Investigative - CID/Crime/Property Crime
- Community Outreach Officer
- Social Media Coordinator

Acquaintance with the [Neighbors](#) app, prior to our webinar, would be beneficial for engagement. Please feel free to call or email me if you have any questions. Thank you for your time. We look forward to hearing from you.

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T 832.992.9910 E rohit.murti@ring.com



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Santa Monica, CA 90404
www.ring.com



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From: Rohit Murti <rohit.murti@ring.com>
Sent: Tuesday, June 4, 2019 1:59 PM
To: Alison Valois
Subject: Re: Neighbors Portal by Ring

Thank you Officer! I'm sending you the MOU in a separate email now. Please let me know if you have any questions. Thank you for your time.

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Tue, Jun 4, 2019 at 10:48 AM Alison Valois <AValois@bensenville.il.us> wrote:

Thank you again, that was informative!! I appreciate it and look forward to working with you and Ring!

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

From: Rohit Murti [rohit.murti@ring.com]
Sent: Tuesday, June 04, 2019 12:10 PM
To: Alison Valois
Subject: Re: Neighbors Portal by Ring

<https://ring.zoom.us/j/7101637734>

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



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Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

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Subject: Neighbors Portal by Ring

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Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



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Santa Monica, CA 90404
www.ring.com



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Join the new neighborhood watch.



Neighbors by Ring

Memorandum of Understanding

This agreement is entered into this _____ day of _____, 2019 by and between Ring LLC (“Ring”) and Bensenville Police Department (“Agency”), (collectively the “parties”) and will provide Agency access to the Neighbors Portal to communicate with users of the Neighbors app (“Ring Neighbors”) and encourage community engagement as we work together to make Bensenville’s (“Village”) neighborhoods safer.

- Neighbors by Ring app (“Neighbors App”) is a digital neighborhood watch that both law enforcement and the public may access free of charge by downloading the Neighbors App (iOS and Android).
- The Neighbors App allows users to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, Agency may:
 - Utilize the critical crime and safety events that are posted in the Neighbors App by Ring Neighbors to assist in law enforcement operations and investigations; and
 - Post information relating to critical incidents and other incidents in the app to keep Ring Neighbors informed regarding issues in their neighborhoods.

With an understanding that a robust, active and engaged user community is essential to the immediate, sustained and ongoing success of the program, the parties agree to the following responsibilities:

Ring

- Make the Neighbors App available to Village residents free of charge.
- Make the Neighbors Portal available to Agency free of charge, including ongoing support and training for Agency employees.

Agency

- Maintain appropriate access controls for Agency personnel to use the Neighbors Portal.

Press Release

The parties shall agree to a joint press release to be mutually approved by the parties. Neither party may use the other party’s name, logo, or likeness in any advertising or press release without prior written approval of the other party. Notwithstanding the foregoing, Ring shall be permitted to provide in-app alerts to Ring Neighbors announcing Agency’s participation in the Neighbors App.

Term

Agency’s participation in the program shall commence upon Agency’s acceptance of these program terms. Either party may terminate Agency’s participation in the program at any time by providing 30 days’ written notice to the other party; provided that in the case of material breach of this Agreement by the Agency, Ring shall only be required to provide three days’ written notice to Agency.

Privacy and Terms of Use

Ring will not provide any customer personal information, including video footage, to Agency without the prior

consent of the owner or properly issued legal process that complies with federal and state law, as applicable. Agency agrees to use the Neighbors Portal only as expressly authorized by Ring and only in connection with bona fide Agency work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Neighbors App and, as applicable, the Neighbors Portal.

Compensation

At no point shall either party receive compensation from each other as a result of this program.

Confidentiality

Unless otherwise required by law, the Parties shall not disclose the terms of this program or any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.

RING LLC

Date: _____

By: _____

Name: _____

Title: _____

Agency

Date: _____

By: _____

Name: _____

Title: _____

Verification Code* ____ ____ ____ ____

*A four digit verification code was mailed to the primary point of contact at this agency to the address listed in public records. Please provide that code prior to submitting the MOU for processing.

From: Rohit Murti <rohit.murti@ring.com>
Sent: Wednesday, June 12, 2019 4:46 PM
To: Alison Valois
Subject: Re: Ring MOU - Bensenville Police Department, IL

Officer Valois,

Thank you for your email. I have shared the MOU with our team. I'm going to get this processed and get a counter signature. Once that is complete, I'll share the completed MOU with you and will make introductions to our partner success team and we will have you on-boarded. This process should take approximately 3 weeks or less. Please feel free to call or email me if you have any questions.

In the meantime, could you please help me identify full names and email addresses for the following position:

- Investigative (CID/Crime/Property Crime) - Deputy Chief Zodrow/ Detective Sgt Swanson

Thank you very much!

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Wed, Jun 12, 2019 at 1:08 PM Alison Valois <AValois@bensenville.il.us> wrote:

Hello Rohit,

My Chief has signed the MOU and we are okay to move forward. I attached the completed MOU to this email.

- Partnership Coordinator - Officer Alison Valois (avalois@bensenville.il.us)
- Public Information Officer / Social Media Liaison - avalois@bensenville.il.us
- Investigative (CID/Crime/Property Crime) - Deputy Chief Zodrow/ Detective Sgt Swanson
- Community Outreach Officer - avalois@bensenville.il.us
- Social Media Coordinator - avalois@bensenville.il.us

Please let me know if you need anything else. We are eager to start this partnership with Ring. Thank you so much for your help.

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

From: Rohit Murti [rohit.murti@ring.com]

Sent: Tuesday, June 04, 2019 2:00 PM

To: Alison Valois

Subject: Ring MOU - Bensenville Police Department, IL

Officer Valois,

Thank you for arranging our meeting today to learn about Ring's approach to reducing crime in communities.

An overview of our program:

Our platform combines the deterrent value of a visible security system (devices) with the power of an actively engaged community (via a free app) to reduce criminal activity and to help solve open investigations.

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3. **Alerts** - You may post alerts which are highly relevant (proximity) to the recipient.

4. **Video Request** - You may request videos from Ring device owners who may have captured footage, that may be of relevance to new or active investigations.

As the attached MOU is reviewed, please feel free to contact me at any time. My cell number is 832-992-9910. As part of our security protocol, I have mailed a postcard to you with a code. Once you receive it, please enter the code at the end of the MOU document, along with the signature, prior to sharing it with me via email.

In the case where the MOU may need to go before City Council, we want to be sure to provide the proper support in advance. Please let me know if this is the case and I will loop in our PR/Media team for support.

Could you please help me identify the personnel in the highlighted roles? Once we receive the signed copy of the MOU and the information below, we will be ready to move forward in the process.

- Partnership Coordinator - Officer Alison Valois (avalois@bensenville.il.us)
- Public Information Officer / Social Media Liaison - TBD
- Investigative (CID/Crime/Property Crime) - TBD
- Community Outreach Officer - TBD
- Social Media Coordinator - TBD

Thank you again for meeting with me. I look forward to working with you and Bensenville Police Department.

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



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From: Rohit Murti <rohit.murti@ring.com>
Sent: Wednesday, June 12, 2019 5:32 PM
To: Alison Valois
Subject: Re: Ring MOU - Bensenville Police Department, IL

Noted, thank you Officer. I now have you in all of the roles. Please let me know if this changes at any point.
Thank you!

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



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On Wed, Jun 12, 2019 at 3:13 PM Alison Valois <AValois@bensenville.il.us> wrote:

For now you can just put me for the Investigative. I guessed our Deputy Chief would want the emails but I will talk with him first before I add his name.

Thank you!

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

From: Rohit Murti [rohit.murti@ring.com]
Sent: Wednesday, June 12, 2019 4:46 PM
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Officer Valois,

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Thank you very much!

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



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Santa Monica, CA 90404
www.ring.com



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Please let me know if you need anything else. We are eager to start this partnership with Ring. Thank you so much for your help.

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

From: Rohit Murti [rohit.murti@ring.com]

Sent: Tuesday, June 04, 2019 2:00 PM

To: Alison Valois

Subject: Ring MOU - Bensenville Police Department, IL

Officer Valois,

Thank you for arranging our meeting today to learn about Ring's approach to reducing crime in communities.

An overview of our program:

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As the attached MOU is reviewed, please feel free to contact me at any time. My cell number is 832-992-9910. As part of our security protocol, I have mailed a postcard to you with a code. Once you receive it, please enter the code at the end of the MOU document, along with the signature, prior to sharing it with me via email.

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Could you please help me identify the personnel in the highlighted roles? Once we receive the signed copy of the MOU and the information below, we will be ready to move forward in the process.

- o Partnership Coordinator - Officer Alison Valois (avalois@bensenville.il.us)
- o Public Information Officer / Social Media Liaison - TBD
- o Investigative (CID/Crime/Property Crime) - TBD
- o Community Outreach Officer - TBD
- o Social Media Coordinator - TBD

Thank you again for meeting with me. I look forward to working with you and Bensenville Police Department.

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



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Santa Monica, CA 90404
www.ring.com



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Join the new neighborhood watch.

From: Rohit Murti <rohit.murti@ring.com>
Sent: Thursday, June 13, 2019 7:07 PM
To: Alison Valois; Anthony Modestine
Subject: Neighbors Portal by Ring: Onboarding for Bensenville Police Department, IL
Attachments: Ring MOU - Bensenville Police Department, IL.pdf

Officer Valois,

Please find the fully signed MOU agreement, attached. Thank you for working with me through this process. Please allow me to introduce you to your Partner Success Associate - Anthony Modestine.

Anthony brings extensive experience in the business and is well positioned to successfully onboard and work with you and Bensenville Police Department. The next step to commence Portal onboarding will be to set up a 1-hour webinar with you, key stakeholders and Anthony. As the onboarding is of a 'train-the-trainer' style, we only require the following personnel to join:

- **Partnership Coordinator** - main champion for the Ring partnership.
 - Name - Officer Alison Valois
 - Email - avalois@bensenville.il.us
- **Press/Media Coordinator** - typically the PIO who will coordinate the initial partnership announcement and ongoing PR.
 - Name - Officer Alison Valois
 - Email - avalois@bensenville.il.us
- **Community Relations Coordinator** - the person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc..
 - Name - Officer Alison Valois
 - Email - avalois@bensenville.il.us
- **Investigative Coordinator** - your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of videos.
 - Name - Officer Alison Valois
 - Email - avalois@bensenville.il.us
- **Social Media Coordinator** - your resident expert who is responsible for posting to social media.
 - Name - Officer Alison Valois
 - Email - avalois@bensenville.il.us

Involvement by each of these groups is essential for active community participation (specifically on video requests) and overall long-term success of the partnership. Please ensure you have access to a computer in order for us to screen-share the Portal with you. Anthony, could you please coordinate with Officer Valois to identify a day and time that works for all of your schedules?

Thank you, to you all, for your time.

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.



Neighbors by Ring
Memorandum of Understanding

This agreement is entered into this 12th day of JUNE, 2019 by and between Ring LLC ("Ring") and Bensenville Police Department ("Agency"), (collectively the "parties") and will provide Agency access to the Neighbors Portal to communicate with users of the Neighbors app ("Ring Neighbors") and encourage community engagement as we work together to make Bensenville's ("Village") neighborhoods safer.

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Ring

- Make the Neighbors App available to Village residents free of charge.
- Make the Neighbors Portal available to Agency free of charge, including ongoing support and training for Agency employees.

Agency

- Maintain appropriate access controls for Agency personnel to use the Neighbors Portal.

Press Release

The parties shall agree to a joint press release to be mutually approved by the parties. Neither party may use the other party's name, logo, or likeness in any advertising or press release without prior written approval of the other party. Notwithstanding the foregoing, Ring shall be permitted to provide in-app alerts to Ring Neighbors announcing Agency's participation in the Neighbors App.

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Compensation

At no point shall either party receive compensation from each other as a result of this program.

Confidentiality

Unless otherwise required by law, the Parties shall not disclose the terms of this program or any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.

RING LLC

6/13/2019

Date: _____

By: _____

369F1A1F19C3476...
August Cziment

Name: _____

Title: _____
Director of Operations

Agency

Date: 6/12/19

By: _____

Name: DAN Schulze #501

Title: Chief of Police

Verification Code*

*A four digit verification code was mailed to the primary point of contact at this agency to the address listed in public records. Please provide that code prior to submitting the MOU for processing.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Friday, June 14, 2019 9:17 AM
To: Alison Valois
Cc: Rohit Murti
Subject: Re: Neighbors Portal by Ring: Onboarding for Bensenville Police Department, IL

Good Morning Officer Valois,

Do you have any open availability today that we can hop on a call to discuss the Neighbors Portal and the key stakeholder roles?

Thanks

[Anthony Modestine](#)

Partner Success Associate
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Thu, Jun 13, 2019 at 8:06 PM Rohit Murti <rohit.murti@ring.com> wrote:
Officer Valois,

Please find the fully signed MOU agreement, attached. Thank you for working with me through this process. Please allow me to introduce you to your Partner Success Associate - Anthony Modestine.

Anthony brings extensive experience in the business and is well positioned to successfully onboard and work with you and Bensenville Police Department. The next step to commence Portal onboarding will be to set up a 1-hour webinar with you, key stakeholders and Anthony. As the onboarding is of a 'train-the-trainer' style, we only require the following personnel to join:

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 - Name - Officer Alison Valois
 - Email - avalois@bensenville.il.us

- **Press/Media Coordinator** - typically the PIO who will coordinate the initial partnership announcement and ongoing PR.
 - Name - Officer Alison Valois
 - Email - avalois@bensenville.il.us
- **Community Relations Coordinator** - the person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc..
 - Name - Officer Alison Valois
 - Email - avalois@bensenville.il.us
- **Investigative Coordinator** - your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of videos.
 - Name - Officer Alison Valois
 - Email - avalois@bensenville.il.us
- **Social Media Coordinator** - your resident expert who is responsible for posting to social media.
 - Name - Officer Alison Valois
 - Email - avalois@bensenville.il.us

Involvement by each of these groups is essential for active community participation (specifically on video requests) and overall long-term success of the partnership. Please ensure you have access to a computer in order for us to screen-share the Portal with you. Anthony, could you please coordinate with Officer Valois to identify a day and time that works for all of your schedules?

Thank you, to you all, for your time.

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Monday, June 17, 2019 8:18 AM
To: Alison Valois
Subject: Re: Neighbors Portal by Ring: Onboarding for Bensenville Police Department, IL

Good Morning Officer Valois,

Feel free to give me a call this morning when you have the time!

610.220.5432

[Anthony Modestine](#)

Partner Success Associate
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Mon, Jun 17, 2019 at 8:23 AM Alison Valois <AValois@bensenville.il.us> wrote:

Sorry I was off on Friday and just got this message! I will hopefully speak to you guys when you get in.

Thank you,

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

From: Anthony Modestine [anthony.modestine@ring.com]
Sent: Friday, June 14, 2019 9:16 AM
To: Alison Valois
Cc: Rohit Murti
Subject: Re: Neighbors Portal by Ring: Onboarding for Bensenville Police Department, IL

Good Morning Officer Valois,

Do you have any open availability today that we can hop on a call to discuss the Neighbors Portal and the key stakeholder roles?

Thanks

[Anthony Modestine](#)

Partner Success Associate
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Thu, Jun 13, 2019 at 8:06 PM Rohit Murti <rohit.murti@ring.com> wrote:
Officer Valois,

Please find the fully signed MOU agreement, attached. Thank you for working with me through this process. Please allow me to introduce you to your Partner Success Associate - Anthony Modestine.

Anthony brings extensive experience in the business and is well positioned to successfully onboard and work with you and Bensenville Police Department. The next step to commence Portal onboarding will be to set up a 1-hour webinar with you, key stakeholders and Anthony. As the onboarding is of a 'train-the-trainer' style, we only require the following personnel to join:

- **Partnership Coordinator** - main champion for the Ring partnership.
 - Name - Officer Alison Valois
 - Email - avalois@bensenville.il.us

- **Press/Media Coordinator** - typically the PIO who will coordinate the initial partnership announcement and ongoing PR.
 - Name - Officer Alison Valois
 - Email - avalois@bensenville.il.us
- **Community Relations Coordinator** - the person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc..
 - Name - Officer Alison Valois
 - Email - avalois@bensenville.il.us
- **Investigative Coordinator** - your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of videos.
 - Name - Officer Alison Valois
 - Email - avalois@bensenville.il.us
- **Social Media Coordinator** - your resident expert who is responsible for posting to social media.
 - Name - Officer Alison Valois
 - Email - avalois@bensenville.il.us

Involvement by each of these groups is essential for active community participation (specifically on video requests) and overall long-term success of the partnership. Please ensure you have access to a computer in order for us to screen-share the Portal with you. Anthony, could you please coordinate with Officer Valois to identify a day and time that works for all of your schedules?

Thank you, to you all, for your time.

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Thursday, June 27, 2019 9:12 AM
To: Alison Valois
Subject: Quick Call: Pre Onboarding

Hi Officer Valois,

Do you have five minutes today that we can connect and chat about our onboarding and the public announcement to your residents?

Thanks,

[Anthony Modestine](#)

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Monday, July 1, 2019 9:56 AM
To: Alison Valois
Subject: Quick Call!

Hi Officer Valois,

Do you mind give me a call at your earliest convenience today? I would like to discuss some topics before tomorrows webinar onboarding.

Thank you!

[Anthony Modestine](#)

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Monday, July 1, 2019 11:47 AM
To: Alison Valois; Morgan Culbertson
Cc: Media
Subject: Portal Activated + PR Materials / Guidelines - Bensenville (IL)

Hi Alison,

Reaching out to confirm that the **In-App announcement** has gone out and your Neighbors portal features are now fully active. Lead coordinators can now get hands-on training and experience using portal before the full Dept Onboarding and should make for a more smooth and effective rollout.

PR materials and guidelines below are equally important to team success now that the partnership has shifted towards a public-facing conversation. Please review and circulate materials to your internal team as needed and share any questions, concerns or feedback you have for us at any point in the process.

If media reaches out with questions about the partnership or the Neighbors app, or for assistance with overall PR strategy, please contact Ring's PR Coordinator Morgan Culbertson (morgan@ring.com) directly (also copied on this email).

Neighbors App PR Materials Folder ([Click to Access](#)) includes:

- Pre-approved social media announcement templates (a great tool for informing the community)
- Key Neighbors App Talking Points
- Reactive Q+A
- Hi-res Neighbors app imagery

Custom Neighbors App Download Link: Download.ring.com/Bensenville

Simple Text Code: 'BensenvilleIL' to 555888 from your smartphone. *(not case sensitive)*

General PR Guidelines

- **All public facing messaging and materials must be approved by both parties;** either by using approved templates or submitting to Ring PR for approval
- **Media inquiries and public requests for information about Ring or Neighbors should be flagged with both parties**
- **Per Ring's company policy, we do not publicly disclose the number of app downloads or device users residing in a given area or jurisdiction to protect user privacy**
- **Neighbors Portal back-end features should not be shared with the public, including the law enforcement portal on desktop view, the heat map, sample video request emails or the video request process itself as they often contain sensitive investigative information**
- **Ring or Neighbors-specific questions from media can be directed to morgan@ring.com and any additional materials, examples, templates or information needed to support your outreach can be supplied by your PSM and the Ring PR team (all ccd).**

That's it for now! We'll be on standby for any questions and keep us posted on any plans for outreach.

Best,

Anthony Modestine

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

From: Ring Team <no-reply@ring.com>
Sent: Monday, July 1, 2019 11:50 AM
To: Alison Valois
Subject: You've been invited to join Ring Neighbors Portal



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Bensenville Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Bensenville Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

[Join Portal Now](#)

*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers.
Unfortunately, Internet Explorer is currently not supported.



Email intended for avalois@bensenville.il.us.

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From: Ring Team <no-reply@ring.com>
Sent: Tuesday, July 2, 2019 10:04 AM
To: Alison Valois
Subject: You've been invited to join Ring Neighbors Portal



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Bensenville Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Bensenville Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

[Join Portal Now](#)

*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers.
Unfortunately, Internet Explorer is currently not supported.



Email intended for avalois@bensenville.il.us.

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From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Tuesday, July 2, 2019 10:11 AM
To: Alison Valois
Subject: Portal Invite Sent

Hi Officer Valois,

I just wanted to confirm with you that I sent you an invite to join your Portal. This invite will come in an email form coming from No-reply@ring.com, please be sure this email is whitelisted.

When the email comes through inside will give you the click option "Join Portal" once you choose this option it will take you to a page with your First/Last name on it. You need to create a password and verify it.

The website you will be using moving forward to log in is nw.ring.com.

This will allow you to look around and familiarize yourself with the Portal before our webinar onboarding. Feel free to invite others by choosing "Admin Tools" - "Manage Users" - "Add Users"

As far as availability I have next Tuesday the 9th at 9am Cst available. Please let me know if that works for you and the others.

Thank you again for working me on my last minute travel plans, I do appreciate it.

Anthony Modestine

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Tuesday, July 2, 2019 4:14 PM
To: Alison Valois
Subject: Re: Portal Invite Sent

I also have the 11th at 9am Cst?

[Anthony Modestine](#)

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Tue, Jul 2, 2019 at 9:28 AM Alison Valois <AValois@bensenville.il.us> wrote:

Hello Anthony,

Yes! I got the invite and am all logged in!

no problem, have a safe trip back. I am off next Tuesday but maybe I can do the webinar from home if I get approval from my boss.

Thank you,

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street
Bensenville, IL 60106
630-350-3455

From: Anthony Modestine [anthony.modestine@ring.com]
Sent: Tuesday, July 02, 2019 10:11 AM
To: Alison Valois
Subject: Portal Invite Sent

Hi Officer Valois,

I just wanted to confirm with you that I sent you an invite to join your Portal. This invite will come in an email form coming from No-reply@ring.com, please be sure this email is whitelisted.

When the email comes through inside will give you the click option "Join Portal" once you choose this option it will take you to a page with your First/Last name on it. You need to create a password and verify it.

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Thank you again for working me on my last minute travel plans, I do appreciate it.

Anthony Modestine

Partner Success Associate
610.220.5432
Anthony@ring.com



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Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

From: Ring Team <videorequest@ring.com>
Sent: Sunday, July 7, 2019 4:24 PM
To: Alison Valois
Subject: Urgent: Bensenville Police Department needs your help

This is your copy of the Request Video email.
The links below have been disabled in this copy, but the links are active for Ring users.



Dear Neighbor,

Ring is assisting **Bensenville Police Department** in requesting videos that may help with an investigation of an incident that occurred near your home. Your Ring device may have captured video that could help. The Bensenville Police Department is seeking videos recorded between: **July 7th from 12:00 AM to 7:00 AM**

Share Your Ring Videos Now

[Or check your Ring videos before sharing](#)

A message from Bensenville Police Department:

Hello, This is Officer Valois 562 with the Bensenville Police Dept. We are looking for any videos from the overnight hours that may help with our investigation of a recent burglary. Any questions, please call me or Officer Cha 531 at 630-350-3455. Any video or still images would be appreciated

Sharing your videos with law enforcement is absolutely your choice and your privacy is our priority. With this video request, law enforcement will never have access to your Ring device and none of your information (including whether you received a request) is shared with law enforcement without your consent.

By choosing to [share your Ring videos](#), the Bensenville Police Department will receive all of your video recordings in the requested time frame, along with your email address and physical address. So if you would like to take direct action to make your neighborhood safer, [this is a great opportunity](#). If you do

not wish to share your Ring videos, no additional action is needed.

This is a time-sensitive matter, so please [review and share your Ring videos](#) as soon as possible. Thank you for making your neighborhood a safer place.

Stay safe,
Ring Team

If you have any questions or concerns, please contact Bensenville Police Department or **reply to this email** to contact the Ring Team.

To learn more about video requests, visit our [FAQ](#).

[Please unsubscribe me from future requests to share footage](#)



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ring

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Monday, July 8, 2019 9:26 AM
To: Alison Valois
Subject: Reschedule Onboarding

Hi Officer Valois,

Do you have some free time today that we can connect about rescheduling our webinar onboarding?

Thanks!

[Anthony Modestine](#)

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



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From: Ring Team <no-reply@ring.com>
Sent: Wednesday, July 10, 2019 11:38 AM
To: Alison Valois
Subject: New Video Received on Your Case #BEPC1908233!



Hi Officer Valois,

A Neighbor has responded to your [Video Request](#) for one of your cases:

Case #:
BEPC1908233

Incident Location:
1100 West Wood Street, Bensenville, IL, USA

Start Date & Time:
07/07/2019 05:00

End Date & Time:
07/07/2019 12:00

[REVIEW NEW VIDEOS NOW](#)



Email intended for avalois@bensenville.il.us.

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ring

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Wednesday, July 10, 2019 12:25 PM
To: Alison Valois
Subject: Re: Reschedule Onboarding

Great, Can we connect around 2pm your time today?

Anthony Modestine

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Wed, Jul 10, 2019 at 8:01 AM Alison Valois <AValois@bensenville.il.us> wrote:

Sorry Anthony, I was off the last two days but I am back today!

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

From: Anthony Modestine [anthony.modestine@ring.com]
Sent: Monday, July 08, 2019 9:26 AM

To: Alison Valois
Subject: Reschedule Onboarding

Hi Officer Valois,

Do you have some free time today that we can connect about rescheduling our webinar onboarding?

Thanks!

[Anthony Modestine](#)

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



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Join the new neighborhood watch.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Wednesday, July 10, 2019 2:48 PM
To: Alison Valois
Subject: Re: Reschedule Onboarding

No worries! Are you free now to chat quickly?

[Anthony Modestine](#)

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Wed, Jul 10, 2019 at 3:38 PM Alison Valois <AValois@bensenville.il.us> wrote:

sorry I was just on a crash and just got back!

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

From: Anthony Modestine [anthony.modestine@ring.com]
Sent: Wednesday, July 10, 2019 12:24 PM
To: Alison Valois
Subject: Re: Reschedule Onboarding

Great, Can we connect around 2pm your time today?

Anthony Modestine

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



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On Wed, Jul 10, 2019 at 8:01 AM Alison Valois <AValois@bensenville.il.us> wrote:

Sorry Anthony, I was off the last two days but I am back today!

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

From: Anthony Modestine [anthony.modestine@ring.com]

Sent: Monday, July 08, 2019 9:26 AM

To: Alison Valois

Subject: Reschedule Onboarding

Hi Officer Valois,

Do you have some free time today that we can connect about rescheduling our webinar onboarding?

Thanks!

Anthony Modestine

Partner Success Associate

610.220.5432

Anthony@ring.com



1200 Atwater Dr Ste 225

Malvern, Pa 19355

www.ring.com



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Join the new neighborhood watch.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Wednesday, July 10, 2019 4:36 PM
To: Alison Valois
Subject: Re: Reschedule Onboarding

Im never done working!

You can call me cell when have the time.

610.220.5432

[Anthony Modestine](#)

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Wed, Jul 10, 2019 at 5:32 PM Alison Valois <AValois@bensenville.il.us> wrote:

Hey I just got back into the station! I am guessing you might be gone by now.

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

From: Anthony Modestine [anthony.modestine@ring.com]
Sent: Wednesday, July 10, 2019 2:47 PM
To: Alison Valois
Subject: Re: Reschedule Onboarding

No worries! Are you free now to chat quickly?

[Anthony Modestine](#)

Partner Success Associate
610.220.5432
Anthony@ring.com



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Malvern, Pa 19355
www.ring.com



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Join the new neighborhood watch.

On Wed, Jul 10, 2019 at 3:38 PM Alison Valois <AValois@bensenville.il.us> wrote:

sorry I was just on a crash and just got back!

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

From: Anthony Modestine [anthony.modestine@ring.com]
Sent: Wednesday, July 10, 2019 12:24 PM
To: Alison Valois
Subject: Re: Reschedule Onboarding

Great, Can we connect around 2pm your time today?

[Anthony Modestine](#)

Partner Success Associate
610.220.5432
Anthony@ring.com



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Malvern, Pa 19355
www.ring.com



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On Wed, Jul 10, 2019 at 8:01 AM Alison Valois <AValois@bensenville.il.us> wrote:

Sorry Anthony, I was off the last two days but I am back today!

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

From: Anthony Modestine [anthony.modestine@ring.com]

Sent: Monday, July 08, 2019 9:26 AM

To: Alison Valois

Subject: Reschedule Onboarding

Hi Officer Valois,

Do you have some free time today that we can connect about rescheduling our webinar onboarding?

Thanks!

[Anthony Modestine](#)

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



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Join the new neighborhood watch.

From: Ring Team <videorequest@ring.com>
Sent: Thursday, July 11, 2019 10:01 AM
To: Alison Valois
Subject: Urgent: Bensenville Police Department needs your help

This is your copy of the Request Video email.
The links below have been disabled in this copy, but the links are active for Ring users.



Dear Neighbor,

Ring is assisting **Bensenville Police Department** in requesting videos that may help with an investigation of an incident that occurred near your home. Your Ring device may have captured video that could help. The Bensenville Police Department is seeking videos recorded between: **July 9th from 8:00 PM CDT to 6:00 AM CDT on July 10th**

Share Your Ring Videos Now

[Or check your Ring videos before sharing](#)

A message from Bensenville Police Department:

Hello, This is Officer Valois 562 with the Bensenville Police Dept. We are looking for any videos from the time frame above that may help with our investigation of recent thefts from unlocked vehicles in your area. Any video or still images would be appreciated. Thank you for your assistance.

Sharing your videos with law enforcement is absolutely your choice and your privacy is our priority. With this video request, law enforcement will never have access to your Ring device and none of your information (including whether you received a request) is shared with law enforcement without your consent.

By choosing to [share your Ring videos](#), the Bensenville Police Department will receive all of your video recordings in the requested time frame, along with your email address and physical address. So if you would like to take direct action to make your neighborhood safer, [this is a great opportunity](#). If you do

not wish to share your Ring videos, no additional action is needed.

This is a time-sensitive matter, so please [review and share your Ring videos](#) as soon as possible. Thank you for making your neighborhood a safer place.

Stay safe,
Ring Team

If you have any questions or concerns, please contact Bensenville Police Department or **reply to this email** to contact the Ring Team.

To learn more about video requests, visit our [FAQ](#).

Please unsubscribe me from future requests to share footage



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ring

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Friday, July 12, 2019 12:09 PM
To: Alison Valois
Subject: Re: Portal Activated + PR Materials / Guidelines - Bensenville (IL)

Hey Alison,

I am hoping we can have the Social Media Announcement go out by Monday morning which will give us a good starting point leading into the onboarding training.

Let me know if you have any questions on it!

[Anthony Modestine](#)

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Mon, Jul 1, 2019 at 12:47 PM Anthony Modestine <anthony.modestine@ring.com> wrote:
Hi Alison,

Reaching out to confirm that the **In-App announcement** has gone out and your Neighbors portal features are now fully active. Lead coordinators can now get hands-on training and experience using portal before the full Dept Onboarding and should make for a more smooth and effective rollout.

PR materials and guidelines below are equally important to team success now that the partnership has shifted towards a public-facing conversation. Please review and circulate materials to your internal team as needed and share any questions, concerns or feedback you have for us at any point in the process.

If media reaches out with questions about the partnership or the Neighbors app, or for assistance with overall PR strategy, please contact Ring's PR Coordinator Morgan Culbertson (morgan@ring.com) directly (also copied on this email).

Neighbors App PR Materials Folder ([Click to Access](#)) includes:

- Pre-approved social media announcement templates (a great tool for informing the community)
- Key Neighbors App Talking Points
- Reactive Q+A
- Hi-res Neighbors app imagery

Custom Neighbors App Download Link: Download.ring.com/Bensenville

Simple Text Code: 'BensenvilleL' to 555888 from your smartphone. *(not case sensitive)*

General PR Guidelines

- **All public facing messaging and materials must be approved by both parties;** either by using approved templates or submitting to Ring PR for approval
- **Media inquiries and public requests for information about Ring or Neighbors should be flagged with both parties**
- **Per Ring's company policy, we do not publicly disclose the number of app downloads or device users residing in a given area or jurisdiction to protect user privacy**
- **Neighbors Portal back-end features should not be shared with the public, including the law enforcement portal on desktop view, the heat map, sample video request emails or the video request process itself as they often contain sensitive investigative information**
- **Ring or Neighbors-specific questions from media can be directed to morgan@ring.com and any additional materials, examples, templates or information needed to support your outreach can be supplied by your PSM and the Ring PR team (all ccd).**

That's it for now! We'll be on standby for any questions and keep us posted on any plans for outreach.

Best,

[Anthony Modestine](#)

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Monday, July 15, 2019 8:59 AM
To: Alison Valois
Subject: Re: Portal Activated + PR Materials / Guidelines - Bensenville (IL)

Hi Alison,

Either during or right after our onboarding I will have you post this Alert through your Portal! We will discuss more in the meeting.

Welcome Message: Here is an example of the "Welcome Message" you can post to your portal. It will show your community that your department is now able to send out real-time alerts to them.

Title:
Bensenville PD Welcome Message!

Address:
Enter a public address in more central part of your jurisdiction(Exact address is never shown to the public)

Description:
Hello Bensenville Community, This is **Ring Team Modestine** from the Bensenville Police Department. Our department is excited to be joining the Neighbors by Ring app in efforts to reduce crime in our Community. This app will allow the BPD to inform the community of real-time crime and safety events so you can always stay informed. The Neighbors by Ring App also allows you, the user, to see something share something directly with BPD. You do not need Ring devices to participate, anyone with any camera system can upload content to the Neighbors App! We are encouraging each and every one of you to spread the word out to the community about the Neighbors App. To download please text "BensenvilleIL" to 555888. Remember if you see something share something and report it to the Bensenville PD **#555-555-5555**

Thanks.
Ring Team Modestine

Media:
If you are not posting any video/picture I recommend adding in the department's LOGO in this spot! It will make your post stand out more.

Otherwise, thank you for your time earlier and let me know if I forgot anything!

Anthony Modestine

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Mon, Jul 15, 2019 at 8:54 AM Alison Valois <AValois@bensenville.il.us> wrote:

Sounds good to me! Thank you!

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

From: Anthony Modestine [anthony.modestine@ring.com]
Sent: Friday, July 12, 2019 12:08 PM
To: Alison Valois
Subject: Re: Portal Activated + PR Materials / Guidelines - Bensenville (IL)

Hey Alison,

I am hoping we can have the Social Media Announcement go out by Monday morning which will give us a good starting point leading into the onboarding training.

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Anthony Modestine

Partner Success Associate
610.220.5432
Anthony@ring.com



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Malvern, Pa 19355
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- Reactive Q+A
- Hi-res Neighbors app imagery

Custom Neighbors App Download Link: Download.ring.com/Bensenville

Simple Text Code: 'BensenvilleL' to 555888 from your smartphone. (*not case sensitive*)

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That's it for now! We'll be on standby for any questions and keep us posted on any plans for outreach.

Best,

Anthony Modestine

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Monday, July 15, 2019 9:06 AM
To: Alison Valois
Subject: Re: Portal Activated + PR Materials / Guidelines - Bensenville (IL)

<https://ring.zoom.us/j/7551771918>

Anthony Modestine

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
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Welcome Message: Here is an example of the "Welcome Message" you can post to your portal. It will show your community that your department is now able to send out real-time alerts to them.

Title:
Bensenville PD Welcome Message!

Address:
Enter a public address in more central part of your jurisdiction(Exact address is never shown to the public)

Description:
Hello Bensenville Community, This is **Ring Team Modestine** from the Bensenville Police Department. Our department is excited to be joining the Neighbors by Ring app in efforts to reduce crime in our Community. This app will allow the BPD to inform the community of real-time

crime and safety events so you can always stay informed. The Neighbors by Ring App also allows you, the user, to see something share something directly with BPD. You do not need Ring devices to participate, anyone with any camera system can upload content to the Neighbors App! We are encouraging each and every one of you to spread the word out to the community about the Neighbors App. To download please text "BensenvilleIL" to 555888. Remember if you see something share something and report it to the Bensenville PD [#555-555-5555](tel:555-555-5555)

Thanks.

Ring Team Modestine

Media:

If you are not posting any video/picture I recommend adding in the department's LOGO in this spot! It will make your post stand out more.

Otherwise, thank you for your time earlier and let me know if I forgot anything!

Anthony Modestine

Partner Success Associate

610.220.5432

Anthony@ring.com



1200 Atwater Dr Ste 225

Malvern, Pa 19355

www.ring.com



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Join the new neighborhood watch.

On Mon, Jul 15, 2019 at 8:54 AM Alison Valois <AValois@bensenville.il.us> wrote:

Sounds good to me! Thank you!

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

From: Anthony Modestine [anthony.modestine@ring.com]

Sent: Friday, July 12, 2019 12:08 PM

To: Alison Valois

Subject: Re: Portal Activated + PR Materials / Guidelines - Bensenville (IL)

Hey Alison,

I am hoping we can have the Social Media Announcement go out by Monday morning which will give us a good starting point leading into the onboarding training.

Let me know if you have any questions on it!

Anthony Modestine

Partner Success Associate
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Anthony@ring.com



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610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Monday, July 15, 2019 10:16 AM
To: Alison Valois
Subject: Re: Portal Activated + PR Materials / Guidelines - Bensenville (IL)
Attachments: Social Media Asset Bensenville PD.pdf

Feel free to use this picture for the Social Media announcement.

[Anthony Modestine](#)

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



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[Anthony Modestine](#)

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Thanks.
Ring Team Modestine

Media:
If you are not posting any video/picture I recommend adding in the department's LOGO in this spot! It will make your post stand out more.

Otherwise, thank you for your time earlier and let me know if I forgot anything!

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610.220.5432
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Malvern, Pa 19355
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Sounds good to me! Thank you!

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

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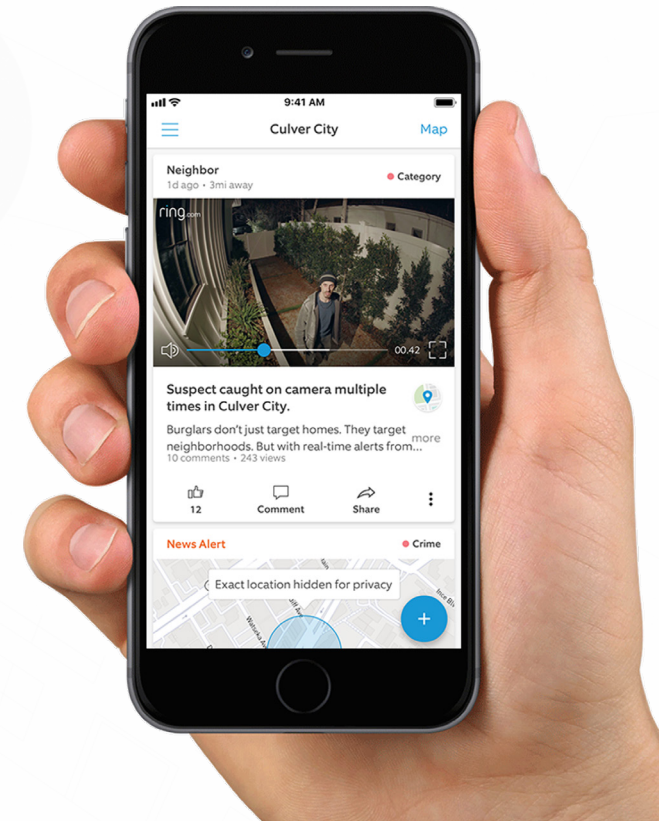
Bensenville Police Department has joined Neighbors by Ring!



Neighbors by Ring

Neighbors by Ring is the Neighborhood Watch App that sends real-time crime and safety notifications directly to your phone.

Join the **Bensenville Police Department** on the Neighbors App by texting [bensenvilleil](https://bensenvilleil.com) to **555888** or visit download.ring.com/bensenville today.



From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Monday, July 15, 2019 11:00 AM
To: Alison Valois
Subject: Re: Portal Activated + PR Materials / Guidelines - Bensenville (IL)

No worries! Give me a call if you have any questions or need any assistance with putting out your first post!

Anthony Modestine

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Mon, Jul 15, 2019 at 11:26 AM Alison Valois <AValois@bensenville.il.us> wrote:

Thank you Anthony! I will send out the announcement! Sorry I had to leave and go pick up a found dog.

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

From: Anthony Modestine [anthony.modestine@ring.com]
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Feel free to use this picture for the Social Media announcement.

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Malvern, Pa 19355
www.ring.com



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Sounds good to me! Thank you!

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

From: Anthony Modestine [anthony.modestine@ring.com]
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To: Alison Valois
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Anthony@ring.com



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From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Friday, July 19, 2019 12:30 PM
To: Alison Valois
Subject: Safety Alert

Hi Officer Valois,

I see on the townships Facebook page there is a post about cooling centers for the community! To keep building interaction, these types of post would also be great to be posted through the Portal!



Village of Bensenville

2 hrs · 🌐

...

Bensenville Cooling Centers: This is Village President Frank DeSimone with an important message. As excessive heat is forecasted for our area, I would like to remind residents of our local Cooling centers. The Bensenville Library and Deer Grove Leisure Center are open as cooling centers during their normal hours of operation. Please check our website for further information. I also encourage you to limit your physical activity, drink plenty of fluids and please check on the elderly. Thank You.



9

3 Shares

[Anthony Modestine](#)

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
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From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Friday, July 19, 2019 12:42 PM
To: Alison Valois
Subject: Re: Safety Alert

Great!

Anthony Modestine

Partner Success Associate
610.220.5432
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Fri, Jul 19, 2019 at 1:33 PM Alison Valois <AValois@bensenville.il.us> wrote:

sure thing I will post it on there.

Thank you!

Officer A. Valois #562

Village of Bensenville Police Department

345 E. Green Street

Bensenville, IL 60106

630-350-3455

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2 hrs · 🌐



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ring

1200 Atwater Dr Ste 225

Malvern, Pa 19355

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Join the new neighborhood watch.

From: Ring Neighbors Portal Team <noreply@ring.com>
Sent: Friday, July 19, 2019 10:36 PM
To: Alison Valois
Subject: Neighbors Portal Maintenance: Video Request



We want to make you aware that the Video Request feature is down for a bit of maintenance. We expect to have the Video Request feature back up and running by the middle of next week, at which point we'll update you via email. We appreciate your understanding and hope you have a good weekend.

Stay Safe,
The Ring Neighbors Portal Team



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Our mailing address is:

1523 26th Street
Santa Monica, CA 90404

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).

From: Ring Neighbors Portal Team <noreply@ring.com>
Sent: Monday, July 22, 2019 7:33 PM
To: Alison Valois
Subject: Video Request Maintenance Completed



We have successfully completed maintenance to the Neighbors Portal. The Video Request feature is back up and running. Thank you again for your patience.

Stay Safe,
The Ring Neighbors Portal Team



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1523 26th Street

Santa Monica, CA 90404

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You can [update your preferences](#) or [unsubscribe from this list](#).

From: Ring Team <nno@ring.com>
Sent: Wednesday, July 31, 2019 1:49 PM
To: Alison Valois
Subject: Your Ring NNO Kit has shipped!

Hello NNO Coordinator,

Good news! Your Ring NNO kit has shipped! Click below to track your order. Please allow 24-48 hours for tracking to update.

[Tracking Here](#)

Shipped Items:

- Ring Display board
- Community Flyers

You can also download and print digital materials [here!](#)

If you have any questions at all, we're here to help. Have a great event! Visit our FAQs for more information <https://communityprograms.ring.com/nnofaq>.

Stay safe,

The Ring NNO Team

From: Ring Team <no-reply@ring.com>
Sent: Friday, August 2, 2019 4:20 PM
To: Alison Valois
Subject: New Comment Added to Your Post: "Join us at National Night Out August 6th 6pm-8pm"



Hi Officer Valois,
A Neighbor recently [commented](#) on one of your posts:

Post Title:

[Join us at National Night Out August 6th 6pm-8pm](#)

Neighbor Comment

Neighbor20 wrote: "Two of us will try to be there"

[VIEW POST](#)



Email intended for avalois@bensenville.il.us.

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From: Ring Team <no-reply@ring.com>
Sent: Friday, August 2, 2019 5:21 PM
To: Alison Valois
Subject: New Comment Added to Your Post: "Join us at National Night Out August 6th 6pm-8pm"



Hi Officer Valois,
A Neighbor recently [commented](#) on one of your posts:

Post Title:

[Join us at National Night Out August 6th 6pm-8pm](#)

Neighbor Comment

Neighbor23 wrote: "👍"

[VIEW POST](#)



Email intended for avalois@bensenville.il.us.

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From: Ring Team <no-reply@ring.com>
Sent: Friday, August 2, 2019 7:18 PM
To: Alison Valois
Subject: New Comment Added to Your Post: "Join us at National Night Out August 6th 6pm-8pm"



Hi Officer Valois,
A Neighbor recently [commented](#) on one of your posts:

Post Title:

[Join us at National Night Out August 6th 6pm-8pm](#)

Neighbor Comment

Neighbor36 wrote: "@Neighbor0 lol you don't know who it is so you wont know🤔"

[VIEW POST](#)



Email intended for avalois@bensenville.il.us.

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From: Ring Team <no-reply@ring.com>
Sent: Friday, August 2, 2019 11:41 PM
To: Alison Valois
Subject: New Comment Added to Your Post: "Join us at National Night Out August 6th 6pm-8pm"



Hi Officer Valois,
A Neighbor recently [commented](#) on one of your posts:

Post Title:

[Join us at National Night Out August 6th 6pm-8pm](#)

Neighbor Comment

Neighbor25 wrote: "Nice"

[VIEW POST](#)



Email intended for avalois@bensenville.il.us.

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From: Ring Team <nno@ring.com>
Sent: Tuesday, August 6, 2019 4:59 PM
To: Alison Valois
Subject: Happy National Night Out!

Dear NNO Partner,

It has been a pleasure helping you plan for your event and on behalf of the entire Ring Team, we appreciate all of the work you are doing to make your neighborhoods safer.

As your attendees enjoy your event feel free to post photos and mention @Ring on Facebook and Instagram.

Don't forget to check out the new digital neighborhood watch app - Neighbors by Ring. Download it for free today and learn more by clicking [here](#).



Happy National Night Out,
The Ring Team

From: Ring Team <no-reply@ring.com>
Sent: Tuesday, July 2, 2019 11:39 AM
To: Bradley Swanson
Subject: You've been invited to join Ring Neighbors Portal



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Bensenville Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Bensenville Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

[Join Portal Now](#)

*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers.
Unfortunately, Internet Explorer is currently not supported.



Email intended for bswanson@bensenville.il.us.

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From: Ring Neighbors Portal Team <neighbors-portal@ring.com>
Sent: Wednesday, July 31, 2019 6:59 AM
To: Brandon Reynolds
Subject: Raise Awareness About Your Community Events



Tell Your Community About Your Events

Neighbors Portal is a great tool you can use to raise awareness about local crime and safety events, especially National Night Out (NNO) coming up on Tuesday, August 6th. Posting about local events can help drive resident attendance and increase engagement with your community.

Keep your Post simple and local by including the date, time and location of your event to target users within that specific area.

Post About Your National Night Out



Sandy Police Night Out Against Crime Fair

The Sandy City Police Department is hosting a Night Out Against Crime Fair on Tuesday, August 6th from 5:30-8:30 pm at Lone Peak Park (10140 S 700 E). We invite all residents to attend. It's going to be such a fun event with food, booths, events, displays, services, presentations and activities for all ages (children, teens, adults and the young at heart). See attached for more information. We hope to see you there!

11 comments 3 views

👍 16

💬 Comment

➦ Share

Load Comments

Sandy City Police Department - Post Example



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You can [update your preferences](#) or [unsubscribe from this list](#).

From: Ring Neighbors Portal Team <noreply@ring.com>
Sent: Monday, July 22, 2019 7:33 PM
To: Brandon Reynolds
Subject: Video Request Maintenance Completed



We have successfully completed maintenance to the Neighbors Portal. The Video Request feature is back up and running. Thank you again for your patience.

Stay Safe,
The Ring Neighbors Portal Team



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From: Ring Neighbors Portal Team <noreply@ring.com>
Sent: Friday, July 19, 2019 10:36 PM
To: Brandon Reynolds
Subject: Neighbors Portal Maintenance: Video Request



We want to make you aware that the Video Request feature is down for a bit of maintenance. We expect to have the Video Request feature back up and running by the middle of next week, at which point we'll update you via email. We appreciate your understanding and hope you have a good weekend.

Stay Safe,
The Ring Neighbors Portal Team



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From: Ring Team <no-reply@ring.com>
Sent: Thursday, July 11, 2019 10:01 AM
To: Brandon Reynolds
Subject: You've been invited to join Ring Neighbors Portal



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Bensenville Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Bensenville Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

[Join Portal Now](#)

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From: Ring Neighbors Portal Team <noreply@ring.com>
Sent: Friday, July 19, 2019 10:36 PM
To: Christopher Oliva
Subject: Neighbors Portal Maintenance: Video Request



We want to make you aware that the Video Request feature is down for a bit of maintenance. We expect to have the Video Request feature back up and running by the middle of next week, at which point we'll update you via email. We appreciate your understanding and hope you have a good weekend.

Stay Safe,
The Ring Neighbors Portal Team



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From: Ring Team <no-reply@ring.com>
Sent: Monday, July 15, 2019 1:28 PM
To: Christopher Oliva
Subject: You've been invited to join Ring Neighbors Portal



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Bensenville Police Department** in the Ring Neighbors Portal.

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From: Ring Team <no-reply@ring.com>
Sent: Tuesday, July 2, 2019 11:45 AM
To: Christopher Staffeldt
Subject: You've been invited to join Ring Neighbors Portal



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Bensenville Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Bensenville Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

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From: Ring Team <no-reply@ring.com>
Sent: Monday, July 15, 2019 8:38 AM
To: Christopher Staffeldt
Subject: You've been invited to join Ring Neighbors Portal



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Bensenville Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Bensenville Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

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From: Ring Neighbors Portal Team <noreply@ring.com>
Sent: Friday, July 19, 2019 10:35 PM
To: Christopher Staffeldt
Subject: Neighbors Portal Maintenance: Video Request



We want to make you aware that the Video Request feature is down for a bit of maintenance. We expect to have the Video Request feature back up and running by the middle of next week, at which point we'll update you via email. We appreciate your understanding and hope you have a good weekend.

Stay Safe,
The Ring Neighbors Portal Team



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From: Ring Neighbors Portal Team <noreply@ring.com>
Sent: Monday, July 22, 2019 7:33 PM
To: Christopher Staffeldt
Subject: Video Request Maintenance Completed



We have successfully completed maintenance to the Neighbors Portal. The Video Request feature is back up and running. Thank you again for your patience.

Stay Safe,
The Ring Neighbors Portal Team



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From: Ring Team <videorequest@ring.com>
Sent: Tuesday, August 6, 2019 2:48 PM
To: Christopher Staffeldt
Subject: Urgent: Bensenville Police Department needs your help

This is your copy of the Request Video email.
The links below have been disabled in this copy, but the links are active for Ring users.



Dear Neighbor,

Ring is assisting **Detective Christopher Staffeldt** of the **Bensenville Police Department** in requesting videos that may help with an investigation of an incident (Incident #198318) that occurred near your home. Your Ring device may have captured video that could help. The Bensenville Police Department is seeking videos recorded between: **August 2nd from 2:30 AM CDT to 3:30 AM CDT**

Share Your Ring Videos Now

[Or check your Ring videos before sharing](#)

A message from Detective Staffeldt:

There was a vehicle theft on 08/02/19 at approximately 3:00 A.M. in the 1200 block of Indian Hill Dr. I am looking for any video around this time period. If you have anything please contact me at 630-594-1382 or cstaffeldt@bensenville.il.us . Thank you.

This is a time-sensitive matter, so please [review and share your Ring videos](#) as soon as possible. Thank you for making your neighborhood a safer place.

If you have any questions or concerns about this incident, please contact **Detective Staffeldt at Bensenville Police Department and reference Incident #198318**. If you have any other questions, reply to this email to contact the Ring Team.

Stay safe, Ring Team

Sharing your videos with law enforcement is absolutely your choice and your privacy is our priority. With this video request, law enforcement will never have access to your Ring device and none of your information (including whether you received a request) is shared with law enforcement without your consent.

By choosing to [share your Ring videos](#), the Bensenville Police Department will only receive select video recordings from the requested time frame, along with your email address and physical address. So if you would like to take direct action to make your neighborhood safer, [this is a great opportunity](#). If you do not wish to share your Ring videos, no additional action is needed.

To learn more about video requests, visit our [FAQ](#).

Please unsubscribe me from future requests to share footage



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ring

From: Ring Team <no-reply@ring.com>
Sent: Monday, July 15, 2019 1:28 PM
To: Douglas Sanborn
Subject: You've been invited to join Ring Neighbors Portal



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Bensenville Police Department** in the Ring Neighbors Portal.

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[Join Portal Now](#)

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Stay Safe,
The Ring Neighbors Portal Team



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From: Ring Neighbors Portal Team <noreply@ring.com>
Sent: Monday, July 22, 2019 7:33 PM
To: Douglas Sanborn
Subject: Video Request Maintenance Completed



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Stay Safe,
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From: Ring Team <no-reply@ring.com>
Sent: Tuesday, July 2, 2019 11:46 AM
To: Jennifer N. Caliendo
Subject: You've been invited to join Ring Neighbors Portal



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Bensenville Police Department** in the Ring Neighbors Portal.

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Sent: Friday, July 19, 2019 10:36 PM
To: Jennifer N. Caliendo
Subject: Neighbors Portal Maintenance: Video Request



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The Ring Neighbors Portal Team



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You can [update your preferences](#) or [unsubscribe from this list](#).

From: Ring Neighbors Portal Team <noreply@ring.com>
Sent: Monday, July 22, 2019 7:33 PM
To: Jennifer N. Caliendo
Subject: Video Request Maintenance Completed



We have successfully completed maintenance to the Neighbors Portal. The Video Request feature is back up and running. Thank you again for your patience.

Stay Safe,
The Ring Neighbors Portal Team



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From: Ring Neighbors Portal Team <neighbors-portal@ring.com>
Sent: Wednesday, July 31, 2019 6:59 AM
To: Jennifer N. Caliendo
Subject: Raise Awareness About Your Community Events



Tell Your Community About Your Events

Neighbors Portal is a great tool you can use to raise awareness about local crime and safety events, especially National Night Out (NNO) coming up on Tuesday, August 6th. Posting about local events can help drive resident attendance and increase engagement with your community.

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Post About Your National Night Out



Sandy Police Night Out Against Crime Fair

The Sandy City Police Department is hosting a Night Out Against Crime Fair on Tuesday, August 6th from 5:30-8:30 pm at Lone Peak Park (10140 S 700 E). We invite all residents to attend. It's going to be such a fun event with food, booths, events, displays, services, presentations and activities for all ages (children, teens, adults and the young at heart). See attached for more information. We hope to see you there!

11 comments 3 views

👍 16

💬 Comment

➦ Share

Load Comments

Sandy City Police Department - Post Example



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From: Ring Team <no-reply@ring.com>
Sent: Monday, July 15, 2019 11:48 AM
To: Joseph Melone
Subject: You've been invited to join Ring Neighbors Portal



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Bensenville Police Department** in the Ring Neighbors Portal.

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From: Ring Neighbors Portal Team <neighbors-portal@ring.com>
Sent: Wednesday, July 31, 2019 6:59 AM
To: Joseph Melone
Subject: Raise Awareness About Your Community Events



Tell Your Community About Your Events

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11 comments 3 views

👍 16

💬 Comment

➦ Share

Load Comments

Sandy City Police Department - Post Example



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From: Ring Team <no-reply@ring.com>
Sent: Monday, July 15, 2019 1:27 PM
To: Michael Ptak
Subject: You've been invited to join Ring Neighbors Portal

Follow Up Flag: Flag for follow up
Flag Status: Flagged



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Bensenville Police Department** in the Ring Neighbors Portal.

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From: Ring Neighbors Portal Team <noreply@ring.com>
Sent: Friday, July 19, 2019 10:36 PM
To: Michael Ptak
Subject: Neighbors Portal Maintenance: Video Request



We want to make you aware that the Video Request feature is down for a bit of maintenance. We expect to have the Video Request feature back up and running by the middle of next week, at which point we'll update you via email. We appreciate your understanding and hope you have a good weekend.

Stay Safe,
The Ring Neighbors Portal Team



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From: Ring Team <no-reply@ring.com>
Sent: Tuesday, July 2, 2019 11:40 AM
To: Saul Herrera
Subject: You've been invited to join Ring Neighbors Portal



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Bensenville Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Bensenville Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

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From: Ring Neighbors Portal Team <noreply@ring.com>
Sent: Friday, July 19, 2019 10:36 PM
To: Saul Herrera
Subject: Neighbors Portal Maintenance: Video Request



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From: Ring Neighbors Portal Team <noreply@ring.com>
Sent: Monday, July 22, 2019 7:33 PM
To: Saul Herrera
Subject: Video Request Maintenance Completed



We have successfully completed maintenance to the Neighbors Portal. The Video Request feature is back up and running. Thank you again for your patience.

Stay Safe,
The Ring Neighbors Portal Team



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